

NQP Presents: Searching for Value Based Care The Annual DSRIP Symposium



The iconic movie “The Wizard of Oz” has captivated generations of audiences over the years, especially the annual gathering of family in front of the TV during the holidays. NQP used the Wizard of Oz theme to capture the essence of what our partner organizations have been able to accomplish: to make sure patients and clients can access health care with ease in the most effective and efficient manner. NQP created an interactive exhibit that followed the main characters from the movie on a healthcare "journey." Along the way, each character encountered healthcare challenges that NQP’s partners have been able to successfully address through innovative services. Like the movie, the goal of the NQP journey is to return "home", which serves as an allegory for good health, happiness and security. NQP won third place in the competition among the PPS’s for its fun, creative, educational and colorful display.

Participants were engaged by the NQP staff to come to the booth to click on the display. Multiple displays were provided (laptops and iPads) and participants enjoyed the activity as NQP staff explained some of the best practices highlighted in the exhibit. Four Wizard of Oz characters represented a client/patient searching for care along the Yellow Brick Road. Each character found three programs that would help them on their journey. All found extremely helpful methods of obtaining the care they required in the most efficient and effective manner, and ultimately to get home (because "there's no place like home"). 1. The Scarecrow was looking to meet Behavioral Health needs. His journey highlighted Zucker Hillside's Adult Behavioral Crisis Center, St John's Peer Bridger program, and MHA Peer Respite program. 2. Dorothy was an individual who needed help with the Social Determinants of Health. Her journey highlighted Northwell Health's Food Pantry, Long Island's Coalition for the Homeless work partnering with Nassau University Medical Center, and ESL/Health Literacy classes at the Queens Library 3. The Lion represented someone seeking access to care. LICADD's 24/7 Substance Use Hotline, Volunteer Nurses at First Jamaica Church, and the Navigation to Health Insurance through the EAC PAM (Patient Activation Measure) project. 4. The Tin Man represented someone with a

Chronic Health Condition. Highlighted were the use of Telehealth at Central Island Nursing Home, an ED Navigator at St John's Episcopal Hospital, and Integrated Care at the LIFQHC.

The DSRIP Symposium also featured other outstanding NQP partner accomplishments:

- * The Adult Crisis Clinic at Zucker Hillside Hospital (Northwell Health) diverted over 4,400 Emergency Department Visits

- * The New York Association of Psychiatric Rehabilitation Services (NYAPRS) Peer Bridger program at St. John's Episcopal Hospital reduced Emergency Department visits for a cohort of mental health consumers by 63%.

- * 8 Skilled Nursing Facilities (SNF) adopted telehealth services and reduced preventable re-hospitalizations by 33%.

- * Mental Health Practitioners were embedded in 37 primary care sites.

- * Within NQP over 83,000 individuals received some form of a behavioral health screening at primary care locations.

- * The Northwell Health "From the Community for the Community" program graduated 30 new Community Health Workers.