

MCTAC's Performance Driven Academy Helps Agencies Implement Effective Measurement Practices and Develop Cultures of Collaboration



In CCSI's January [News and Updates](#), we shared an overview of [MCTAC's](#) new Performance Driven Academy (PDA), a year-long initiative involving approximately 150 provider organizations across New York State that prepares agencies for Value-Based Payment. The PDA provides participants with an immersive learning experience consisting of in-person events, webinars, tools and resources, and opportunities for office hours and small group work. Support for this capacity building initiative is provided by staff from [CCSI's Center for Collaboration in Community Health](#). We spoke with John Lee, Director, to

learn more about how agencies are benefiting from participating in the PDA so far.

What have the participating agencies learned since January from the webinar series?

Semester 1 has focused on effective measurement practices and developing a culture of collaboration. CCSI led a series of webinars on a range of topics, answering the following questions for organizations:

- **Performance Driven Organization Culture** – How does my organization develop a culture that supports performance driven principles and prioritizes data-driven decision making?
- **Collaboration as a Tool for Success** – What are the mechanisms for effective collaboration as a key to success in our changing healthcare environment? How can my organization optimize impact for the individuals receiving services?
- **Best Practices in Human Resources** – What are the best practices necessary to support human resources and maximize their potential? How can accountability for performance be reinforced in a supportive, data-driven way?
- **Effective Measurement Practices** – How can measurement be valuable to my organization, and what are the best practices? How can my organization move beyond basic measurement? What are some tools for supporting measurement planning?

What was covered at the in-person sessions?

Three in-person sessions took place across the state in Albany, Rochester, and New York City. Participating agencies took their learning to the next level with the opportunity to de-brief on homework assignments, ask questions of the experts, and participate in case studies on key topics.

What's coming up next for the PDA?

Semester 1 will continue through June with webinars on Continuous Quality Improvement Practices and Practice Development and Management, followed by in-person sessions. Semester 2 starts in July and concludes at the end of this year. Agencies will learn about fiscal management practices and maintaining a successful leadership team. Webinars will cover: Revenue Cycle Management/Fiscal Management, Corporate Compliance/Security/ Privacy, Contracting and Negotiating, Strategic Planning, Monitoring Population Characteristics, and Marketing and Communications.

How can I join the Performance Driven Academy?

In the near future, MCTAC will be offering registration for participation in Semester 2, so there is still time to join. Please email pda@ccsi.org if your organization is interested in joining.

Can we catch up on the webinars we've missed?

Yes, follow these links:

- [Performance Driven Organization Culture](#)
- [Collaboration as a Tool for Success](#)
- [Best Practices in Human Resources](#)
- [Effective Measurement Practices](#)

How can I learn more?

Email CCSI staff at pda@ccsi.org for additional information.