Performing Provider System (PPS) Workforce Survey: SOMOS-FAQs:
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General

1. **Why do I need to fill out this survey?**
   a. The NYS Department of Health requires that all providers participating in the Delivery System Reform Incentive Payment (DSRIP) program complete a workforce survey regarding their staffing levels as well as compensation and benefits. In addition, this analysis will allow CHWS and SOMOS to:
      i. Determine the current state of the combined SOMOS workforce.
      ii. Make projections about the workforce needs for success under DSRIP.
      iii. Determine workforce network gaps.
      iv. Inform the strategy for closing gaps through education and training.
2. **What is considered a location?**
   a. A location is considered the site of services. A location is one physical address.
3. **How many surveys do I need to complete?**
   a. Complete one survey for each location for each facility type. For example, if you have an ambulatory care site and an article 16 day treatment program at one location, complete two surveys, one for each facility type.
4. **If my organization has multiple sites, how many surveys should I complete and how do I account for staff working at the multiple locations?**
   a. You need to complete at least one survey for each individual location and each facility type as discussed in question 3.
   b. If you have employees that work in various sites, you must prorate their full-time hours and/or full-time equivalency (FTE) across sites and facility types, where applicable.
5. **Which NPI number should be used to complete Section I?**
   a. The National Provider Identifier is a standard unique identifier for healthcare providers that is mandated by the National Health Insurance Portability Act of 1996 (HIPPA). This field should reflect the 10-digit NPI assigned to your organization. It is preferred that you use the organization level NPI number. If you do not have an organizational NPI number, leave this field blank.

Protections and Security

6. **Why do I need to provide wage and benefit information?**
   a. It is a requirement of the DSRIP program, and it will be collected in DY5 as well. This information is required to help ascertain the impact of DSRIP implementation on the workforce related to actual numbers and salary. Your responses are completely confidential. CHWS will not share your information with any entity and SOMOS will only receive aggregate, network-wide data.
7. **Does the provision of wage and benefit information violate anti-trust laws?**
   a. We are following all specific anti-trust rules. First, as third-party vendors, CHWS can collect this information. Data will only be reported in the aggregate and will not be reported for any facility type with less than 5 records or where one facility accounts for more than 25% of the total information. Additionally, data is being

collected as of June 30, 2019, and the data must be more than 90 days old as required by law before it is shared.

8. **Does providing other workforce data violate any laws?**
   a. Information on the number of employees and FTEs of staff is not protected and may be provided by individual organizations to the PPSs.

Resources

9. **What software do I need on my computer in order to access and complete the survey?**
   a. Adobe Acrobat Reader DC
   b. https://get.adobe.com/reader/

10. **How do I save the survey to my computer?**
    a. First, download the survey to see the PDF in its entirety. Then, save the PDF to a computer using a unique naming convention as described in question 7. If you are using a Mac, make sure you are using it in Adobe reader and not application preview.

11. **What is a good file naming convention?**
    a. PPS_OrganizationName_Address_FacilityType, for example:
       - SOMOS_ForestHillsHospital_10266thRd_HospitalInpatient

12. **When does the survey need to be submitted?**
    a. The survey should be submitted no later than **August 30, 2019.**

13. **What is the best way to submit the survey?**
    a. Either by clicking on the 'Submit by E-mail' button on the last page of the survey and following prompts, or by creating a brand new email addressed to surveys@chwsny.org and attaching the saved, completed survey.

       DO NOT send the survey back to SOMOS.

14. **My survey will not submit, what could be the problem?**
    a. Make sure that all of the fields in Section I have been completed. Also, make sure that all job titles that are checked have the CBA field completed in column 'h'.

15. **I am working on a Mac. Why can I not save the work?**
    a. If you are filling out the PDF out an Apple Mac, make sure that you are <u>not</u> using Apple's Preview application. Save the fillable PDF to your computer's hard drive first. Then, open up Acrobat Reader on your computer and open the saved fillable PDF form in Acrobat Reader. Complete the survey in Acrobat Reader and save it. If you work in Apple's Preview application, the data will <u>not</u> be saved.

16. **Where do I find job descriptions that correspond with the job titles?**
    a. The job descriptions can be found on our website http://www.chwsny.org/somos-dsrip-workforce-survey/.

17. **Who do I contact if I need additional technical assistance in completing this survey?**
    a. You may email CHWS at surveys@chwsny.org or call (518) 402-0250 if you need additional assistance.

18. **What if I have job titles that do not appear on the job description list?**

a. Using the job descriptions provided, match the job titles as best as possible. For example, behavior health tech may equate to psychiatric tech/aide.

a. If no match, list them in the "other" category and complete the information as requested.

19. **What is an FTE?**
    a. The number of full-time equivalents. For example, if normal full-time hours for a week is 40, and the staff member works 30, his or her FTE is 0.75 (30/40). Since a normal work week for residents and fellows is 60 to 80 hours per week, consider their normal work hours when calculating FTEs. For example, a resident working 60 hours would be considered 0.75 FTEs (60/80).

20. **What does CBA stand for?**
    a. CBA stands for collective bargaining agreement. DSRIP requires positions covered by a CBA to be documented.

21. **How old can the information be?**
    a. Complete the survey using your personnel data as of June 30, 2019.

Completing the Survey

22. **I contract for physician services. How do I account for them?**
    a. Acute care facilities/hospitals and/or skilled nursing facilities (SNFs) providing data for physicians should only include employed (physicians on payroll) and contracted physicians. Please exclude voluntary or attending physicians (medical staff physicians who have privileges to provide care but do not receive direct compensation from the hospital or other facility should not be included as they would be included by the organization that provides their compensation). If you need assistance in documented contracted physicians, please contact CHWS.

23. **Do I include voluntary or attending physicians?**
    a. No; if the voluntary or attending physician(s) are not receiving a paycheck from your facility, they should be excluded from the survey.

24. **Where should I include per diem staff?**
    b. If your organization/facility employs other staff who are per diem or floating, include their information in the 'other' field(s) in their appropriate categories in Section II of the survey.

25. **Does every box need to be filled out for every job title?**
    a. In Section II, only check those boxes for the job titles that are relevant to your organization. All data elements within activated rows must be completed.

26. **How do I include an employee who works under one or more job titles?**
    a. Example: an employee who works as a Registered Nurse 20 hours per week and a Certified Diabetes Educator 10 hours per week. The employee would be included in column 'b' (number) for both job titles. However, assuming full-time hours for both positions is 40 hours, the employee would be recorded as 0.5 FTE as an RN and 0.25 FTE as a Certified Diabetes Educator.

27. **What is the purpose of the "other" fields?**

a. For current job titles not already captured within the list of job titles.

28. **Why is the option of degree missing in some subcategories in Nursing Care Managers/Coordinators/Navigators/Coaches and Social Worker Case Management/Care Management and not in others?**
    a. The degree field is missing because either the degree is already specified in the job title or the degree specification is not a requirement for the job title.

29. **Does the average hourly wage need to be expressed in a specific format?**
    a. If wages are not recorded by hour or year, please convert them into an hourly wage rate.

30. **What classifies as average hourly wage?**
    a. Base rate, cost-of-living allowance and longevity pay.

31. **What should not be included as average hourly wage?**
    a. Bonuses, reimbursements, allowances, shift differential, overtime pay, uniform allowance, or on-call pay.

32. **Do I have to fill in full-time hours for every position if I have already filled it out in Section I?**
    a. No. If full-time hours are the same for every position then you only have to complete in Section I. If, full-time hours vary across job titles, you need to select 'no' in Section I, and then specify for each job title in Section II column 'e'.

33. **Do I have to fill in fringe benefit rate for every position if I have already filled it out in Section I?**
    a. No. If the fringe benefits are the same for every position then you only have to complete in Section I. If, fringe benefit rates vary across job titles, you need to select 'no' in Section I, and then specify for each job title in Section II column 'g'.

34. **What classifies as fringe benefit rate?**
    a. Required: FICA, disability, workman's compensation.
    b. Optional: Life insurance, health insurance, retirement.

Additional Questions

35. **What is the purpose of Section III?**
    a. The purpose of Section III is to help us understanding current training needs and training capacity.