



Please Submit by Friday, August 30, 2019

Center for Health Workforce Studies (CHWS)

Performing Provider System (PPS) Medical Practice Workforce Survey

(The survey information should be filled out as of June 30, 2019)



One Survey Per Site Required.

Section I

Organization Name							
Reporting Site Name							
Site Street Address						Borough	
Primary Contact						Zip Code	
Email Address						Phone #	
Organizational NPI				Organizational MMIS ID			
Reporting Site NPI				Reporting Site MMIS ID			
PPS Network(s) Joined (Check all that apply)	SOMOS Community Care PPS Bronx-Lebanon Hospital Center Mount Sinai PPS, LLC New York-Presbyterian/Queens NYU Lutheran Medical Center Staten Island PPS, LLC Maimonides Medical Center Nassau-Queens PPS, LLC NYC Health & Hospitals Corporation SBH Health System The New York and Presbyterian Hospital						
Type of Facility				PCMH Recognition Level		Select when applicable	
Total Number of Staff				Fringe Benefit Rate (%)			
Full-Time Hours	Same for all employees? Yes specify ... No (specify for each title in column 'e')						
Are all employees under collective bargaining agreements?				Yes		No	
Office Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Section II

Titles (Check all that apply)	(a)	(b)	(c)	Number of Vacancies	Full- Time Hours	Avg. Hourly Wage	# Aged 50 and Over	Number of		
	Number	FTEs	(h)					(i)	(j)	
Physicians (Except psychiatrists)										
01. Primary Care										
02. Cardiologists										
03. Emergency Medicine										
04. Endocrinologists										
05. Obstetricians / Gynecologists										
06. Pediatricians (General)										

Titles (Check all that apply)	(a)	(b)	(c)	(d)	(e)	(f)	(g)	Number of		
	Number	FTEs	Number of Vacancies	Full-Time Hours	Avg. Hourly Wage	# Aged 50 and Over		(h) F	(i) M	(j) O
Physicians (Cont'd)										
07. Other Specialties										
08. Residents										
09. Fellows										
Physician Assistants										
10. Primary Care										
11. Other Specialties										
Nurse Practitioners (Except psychiatric NPs)										
12. Primary Care										
13. Other Specialties										
Midwifery										
14. Midwives										
15. Other										
16. Other										
Nursing Roles (Other than those in care / case management roles)										
17. Registered Nurses										
18. Licensed Practical Nurses										
19. Medical Assistants										
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...			
20. Other										
21. Other										
Behavioral Health (Except social workers providing case / care management, etc.)										
22. Psychiatrists										
23. Psychologists										
24. Psychiatric Nurse Practitioners										
25. Licensed Master Social Workers										
26. Licensed Clinical Social Workers										
Emerging Titles: Non-licensed Care Coordination / Case Management / Care Management / Patient Navigators / Community Health Workers (Except RNs, LPNs, and social workers)										
27. Care Managers / Care Coordinators / Case Managers										
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...			
28. Patient or Care Navigators										
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...			

(a) Titles (Check all that apply)	(b) Number	(c) FTEs	(d) Number of Vacancies	(e) Full-Time Hours	(f) Avg. Hourly Wage	(g) # Aged 50 and Over	Number of (h) F (i) M (j) O		
Emerging Titles (Cont'd)									
29. Community Health Workers									
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...		
30. Depression Care Managers									
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...		
31. Peer Support Workers									
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...		
32. Other									
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...		
33. Other									
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...		
Patient Education									
34. Certified Asthma Educators									
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...		
35. Certified Diabetes Educators									
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...		
36. Health Coaches									
➤ Minimum Requirements for this Title	<u>Experience</u> ⇒		Select ...		<u>Degree</u> ⇒		Select ...		
37. Health Educators									
38. Nutritionists / Dietitians									
39. Other									
40. Other									
Administrative Staff -- All Titles									
41. Medical Directors									
42. Office Managers									
43. Office Administrators									
44. Other									
45. Other									
All Other Titles									
46. IT Specialists									
47. Secretaries and Receptionists									
48. Coders / Billers									

(a) Titles (Check all that apply)	(b) Number	(c) FTEs	(d) Number of Vacancies	(e) Full- Time Hours	(f) Avg. Hourly Wage	(g) # Aged 50 and Over	Number of		
							(h) F	(i) M	(j) O
All Other Titles (Cont'd)									
49. Clinical Laboratory Technicians									
50. Janitors / Cleaners									
51. Other									
52. Other									
53. Other									
54. Other									
55. Other									

Section III

Indicate in the chart below which professionals conduct which tasks, using the following definitions:

Clinical: taking patient vital signs, taking medical histories, preparing patients for medical tests and examinations, assisting physicians during examinations, explaining medical procedures to patients, explaining medications to patients, prescription adherence, sterilizing medical instruments, removing sutures, calling prescriptions in to pharmacies, preparing patients for x-rays, administering medications, home visitations, clinical referrals.

Administrative: Filling out insurance forms, filling patient medical records, maintaining the confidentiality of patient information, managing inventory and ordering supplies, scheduling patient medical procedures, following up on patient visits, updating patient charts, ordering lab tests, billing patients, working with insurance companies, insurance coverage referrals, managing petty cash, social services referrals, transportation, interpretation/translation.

Clerical: Answering phones, greeting patients, sorting mail, handling correspondence, filing, typing documents, performing computer data entry, handling billing and bookkeeping tasks.

Business/Finance: bookkeeping, accounting, marketing, banking, consulting, quality assurance, compliance.

Human Resources: recruiting, maintaining policy and HR records, administering compensation and benefits.

IT: Coding, network maintenance, EMR/data input, data analysis/health information exchange.

Patient Education: patient orientation, printing out medical record information for patients, assisting patients in self-management of conditions, elaborating written materials including pamphlet.

Housekeeping: Cleaning, maintenance.

Languages Spoken: Please list all the languages spoken associated with the applicable titles.

Titles (Check all that apply)	(a)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s) Languages Spoken
	Clinical	Administrative	Clerical	Business / Finance	Human Resources	IT	Patient Education	Housekeeping		
Physicians (Except psychiatrists)										
01. Primary Care										
02. Cardiologists										
03. Emergency Medicine										
04. Endocrinologists										

Titles (Check all that apply)	(a) Clinical	(k) Administrative	(l) Clerical	(m) Business / Finance	(n) Human Resources	(o) IT	(p) Patient Education	(q) Housekeeping	(r) (s) Languages Spoken
Physicians (Cont'd)									
05. Obstetricians / Gynecologists									
06. Pediatricians (General)									
07. Other Specialties									
08. Residents									
09. Fellows									
Physician Assistants									
10. Primary Care									
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Nurse Practitioners (Except psychiatric NPs)									
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14. Midwives									
15. Other									
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Nursing Roles (Other than those in care / case management roles)									
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20. Other									
21. Other									
Behavioral Health (Except social workers providing case / care management, etc.)									
22. Psychiatrists									
23. Psychologists									
24. Psychiatric Nurse Practitioners									
25. Licensed Master Social Workers									
26. Licensed Clinical Social Workers									

Titles (Check all that apply)	(a) Clinical	(k) Administrative	(l) Clerical	(m) Business / Finance	(n) Human Resources	(o) IT	(p) Patient Education	(q) Housekeeping	(r) Languages Spoken (s)
Emerging Titles: Non-licensed Care Coordination / Case Management / Care Management / Patient Navigators / Community Health Workers (Except RNs, LPNs, and social workers)									
27. Care Managers / Care Coordinators / Case Managers									
28. Patient or Care Navigators									
29. Community Health Workers									
30. Depression Care Managers									
31. Peer Support Workers									
32. Other									
33. Other									
Patient Education									
34. Certified Asthma Educators									
35. Certified Diabetes Educators									
36. Health Coaches									
37. Health Educators									
38. Nutritionists / Dietitians									
39. Other									
40. Other									
Administrative Staff -- All Titles									
41. Medical Directors									
42. Office Managers									
43. Office Administrators									
44. Other									
45. Other									

Titles (Check all that apply)	(a) Clinical	(k) Administrative	(l) Clerical	(m) Business / Finance	(n) Human Resources	(o) IT	(p) Patient Education	(q) Housekeeping	(r) Languages Spoken	(s)
All Other Titles										
46. IT Specialists										
47. Secretaries and Receptionists										
48. Coders / Billers										
49. Clinical Laboratory Technicians										
50. Janitors / Cleaners										
51. Other										
52. Other										
53. Other										
54. Other										
55. Other										

Section IV

Inventory of Current Training Opportunities within the SOMOS Community Care PPS							
1. How do you assist patients who speak a language other than English? (Check all that apply.)							
Multilingual staff		Staff trained as interpreters (in addition to normal job)					
On-site medical interpreter		Use of family / friends					
Phone / interpretative services		Other (specify):					
2. Please describe professional trainings provided in your organization in the following areas.							
Training Area	Training Offered			Would you be interested in this training?		Frequency	Training Type
Care Coordination	Required	Optional	NA	Y	N		
Care Management	Required	Optional	NA	Y	N		
Cultural Competency	Required	Optional	NA	Y	N		
Electronic Medical Records	Required	Optional	NA	Y	N		
Health Literacy	Required	Optional	NA	Y	N		

HIPAA / Protected Health Information	Required	Optional	NA	Y	N		
Mental / Behavioral Health	Required	Optional	NA	Y	N		
Patient Centered Care / Patient Engagement	Required	Optional	NA	Y	N		
Performance Measurement / Quality Improvement	Required	Optional	NA	Y	N		
Physician Shadowing	Required	Optional	NA	Y	N		
Smoking Cessation	Required	Optional	NA	Y	N		
Substance Abuse	Required	Optional	NA	Y	N		
Team-Based Care	Required	Optional	NA	Y	N		
Other	Required	Optional	NA	Y	N		

3. Please provide DY4 training related information below, if applicable.

Training Area	Please specify training contact information.	How much money did you spend on this training in 2018?
Care Coordination		
Care Management		
Cultural Competency		
Electronic Medical Records		
Health Literacy		
HIPAA / Protected Health Information		
Mental / Behavioral Health		
Patient Centered Care / Patient Engagement		
Performance Measurement / Quality Improvement		
Physician Shadowing		
Smoking Cessation		
Substance Abuse		
Team-Based Care		
Other		

4. Please share thoughts on gaps in training you've identified – trainings you would like to see but are not currently available.

5. Please describe new training opportunities you're planning to implement in the next two years.

6. Please describe any training opportunities planned for discontinuing in the next two years.

To submit your responses, please save the PDF with your responses to your computer and email as an attachment to surveys@chwsny.org

Please remember to rename the PDF to include your PPS(s)name, organization name, and location.