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Finger Lakes Health Systems Agency

# Community Health 2020 Commission on System Performance

**Fulfilling the Charge: Major Deliverables, Tenets for the Future of Health Care Delivery and 6 Month Milestones**

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## Topics for Discussion

- Tenets for the Future of Health Care Delivery in the Region
- Major Deliverables Expected by the FLHSA Board
- Analytical Framework
- 6 Month Milestones Established by the FLHSA Board

# Tenets Developed by the 2020 Commission

The Community Health System 2020 Commission was charged with creating a framework describing the next generation of health care delivery in the northern Finger Lakes region.

In response to this part of the charge, the 2020 Commission created the following set of ***tenets to express its intentions for the future of health care delivery in the region.***

The tenets fall into 3 categories

1. Investment in Regional Health Care Resources
2. Reducing Disparities in the Community
3. Integrating the Delivery of Health Care across Communities and the Region

# Tenets Developed by the 2020 Commission

## 1. Investment in Regional Health Care Resources

- Plan for investments in the system to deliver quality care that is safe, effective, patient-centered, timely, efficient and equitable
- Plan for the appropriate amount and distribution of inpatient capacity in the region
  - *Appropriate inpatient capacity:* A bed of the correct type is available to meet patient needs 99% of the time at each institution.
- Create and maintain a contemporary facility infrastructure in the region
- Provide timely flexibility for community-wide and institutional specific modernization and expansion
- Collaboratively set goals and metrics that represent the priorities of the stakeholders for improvements in health status and system effectiveness
- Report systematically to the community on health status and system effectiveness and on collaborative initiatives to effect positive change

# Tenets Developed by the 2020 Commission

## 2. Reducing Disparities in the Community

- Establish a framework and create a collaborative community-driven approach among all stakeholders to address problems of:
  - Geographic and economic access to care
  - Disparities in health status and access to care between different community populations

# Tenets Developed by the 2020 Commission

## 3. Integrating the Delivery of Health Care across Communities and the Region

- Develop partnerships between hospitals and with community based providers and programs to address problems of:
  - Shortages and mal-distribution of human and technological resources across the region
  - Inappropriate and costly misuse of acute care and hospital resources

# Major Deliverables

The 2020 Performance Commission is tasked to produce the following major deliverables to the FLHSA Board of Directors:

- Strategies for converting the tenets developed by the 2020 Commission into reality
- Performance measures and targets for health care delivery for specific service areas as well as for the region as a whole
- Regular reports of performance of both the regional delivery system as a whole and of the specific project activities
- Strategies to obtain resources commensurate with the scope of the initiatives and sufficient to ensure long term success

# Performance Measures

- Measures of performance related to the Community Investment Recommendations that address demand management
  - A decrease of 15% in the number of low acuity (non-urgent) visits to emergency rooms
  - A decrease of 25% in the number of admissions for Ambulatory Sensitive Conditions that are manageable in outpatient settings
  - A decrease of 20% in the number of low acuity admissions to Monroe County hospitals of residents from outlying communities
- Additional performance goals and accompanying metrics will be established by the Commission
  - Quality
  - Patient and provider satisfaction
  - Financial performance

# Performance Reporting

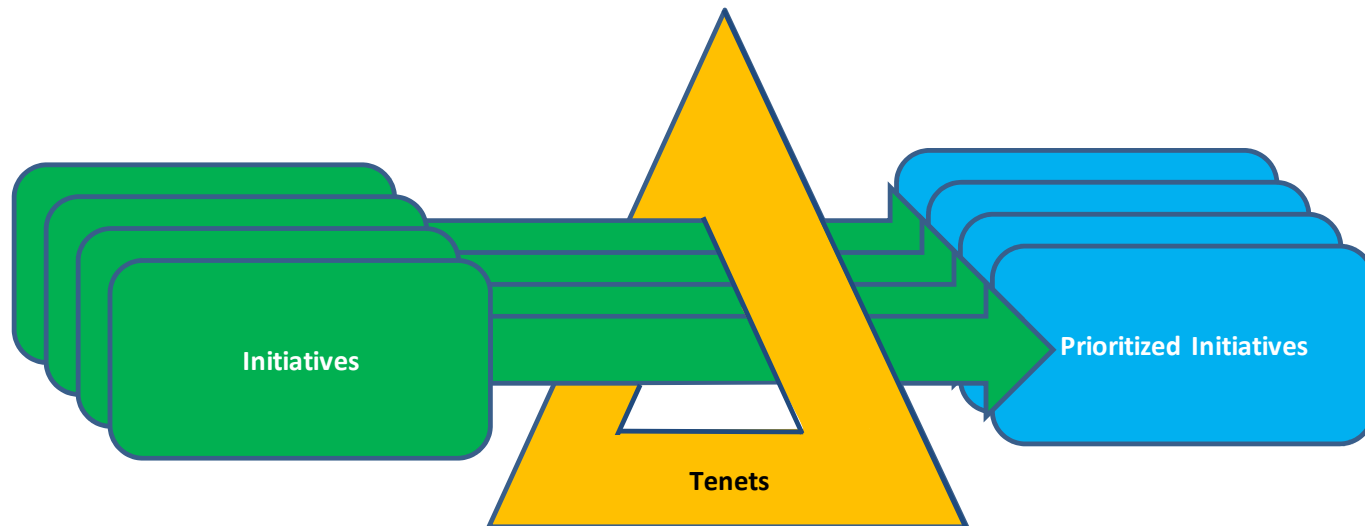
- Regular reports of performance of both the regional delivery system as a whole and of the specific project activities
  - A performance and accountability infrastructure will be established to gather and analyze data and to define the levels of reporting and accountability

## Strategies to Obtain Resources

- Commensurate with the scope of the initiatives and sufficient to ensure long term success
  - Funding for specific initiatives from the various stakeholders and other funding sources
  - Clear accountabilities for the use of funds (from whatever source) and an expectation of data-based reporting of results

# Analytical Framework

- The tenets create a normative description of a framework for the next generation of health care delivery in the northern Finger Lakes region
  - The tenets become the evaluative measures by which any initiatives are judged for approval and recommendation by the 2020 Performance Commission



## 6 Month Milestones

- Establish a timeline for interim and final deliverables of the 2020 Performance Commission
- Create a process and methodology for setting targets and measuring performance
  - Correlate interim deliverables to targets and measures
- Create working groups of stakeholders most affected by the 2020 Performance Commission's priorities
  - Identify, recommend and develop initiatives in support of the Commission's goals
- Develop initial strategies to obtain resources to support initiatives recommended by the Commission
- Establish reporting and accountability
  - Populate with data



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## Finger Lakes Health Systems Agency

The triangle represents our agency's role as a fulcrum—the point on which a lever pivots—boosting the community's health by leveraging the strengths of all stakeholders. The fulcrum is also a point of equilibrium, reflecting our ability to balance the needs of consumers, providers and payers on complex health matters. The inner triangle also evokes the Greek letter delta—used in medical and mathematical contexts to represent change—with a forward lean as we work with our community to achieve positive changes in health care.

Give me a lever long enough and a fulcrum on which to place it,  
and I shall move the world. —Archimedes

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