



Department of Health

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February 6, 2020

Invitation to a New Round of MAX – New York’s Medicaid Accelerated eXchange!

To further support provider efforts under value-based payment arrangements, the Department of Health (DOH) is pleased to again offer the highly acclaimed MAX (Medicaid Accelerated eXchange) Workshop Series to improve care for patients whose underlying unmet needs result in high utilization of hospitals and emergency departments. The MAX program, developed under the Delivery System Reform Incentive Payment (DSRIP) program, engages and empowers front-line teams of clinical and social service providers to make changes that are locally relevant and feasible, leveraging available resources. Among the key accomplishments have been creating new on-site workflows incorporating community connections to address root causes of high utilization. Action Teams have reported high worker satisfaction in the redesign of how to care for these complex patients. To date, almost 100 MAX Action Teams have engaged over 900 professionals from hospitals, primary care, specialty care, skilled nursing facilities, home health agencies, long-term residential facilities, behavioral health care, social services and other cross-sector agencies such as those in housing, transportation, and county health and social service departments. Results among teams with complete data indicate an 18% reduction in readmissions and an 8% reduction in hospitalizations over 6-9 months. MAX provides a vehicle for front-line provider teams to improve care, reduce the costs associated with avoidable admissions, and benefit under value-based payment (VBP) arrangements. Past MAX reports and the MAX Symposium proceedings, including participant testimonials, are available here: https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/pps_workshops/max.htm

The MAX Series is structured as three full-day, rapid-cycle continuous improvement (RCCI) workshops to be convened over a five- to six-month period with weekly touchpoints with each Action Team. It will again be led by Multi-Visit Patient (MVP) Method developer Dr. Amy Boutwell with workshop and coaching support provided by the quality evaluation organization, Island Peer Review Organization (IPRO). Participating providers will benefit from lessons learned from the first MAX Series and receive the guidance, tools, and support needed to achieve results such as those achieved by earlier participants that included:

1. Measurable decreases in emergency department and hospital utilization and readmissions rates;
2. Development of meaningful collaborations among community partners; and
3. Capacity-building in process improvement.

In addition, there will also be MAX Facilitator Training to train individuals in the MAX method to help initiate and/or sustain these types of efforts! To find out more about MAX and the application to be one of the 24 Action Teams, please register to attend one the following webinars. This invitation is for safety net providers and also extended to organizations who

were prior participants in MAX and MAXny that are interested in participating again in this new series. Priority will be given to hospitals that have not previously participated.

As participation is limited, attendance at the first webinar is highly encouraged. **Registration to attend is required.**

The MAX Program Launch webinar programs are being offered on the following dates:

Friday, February 14, 2020 1:00 PM -2:00 PM ET
Friday, February 28, 2020 1:00 PM -2:00 PM ET

To register to attend the February 14, 2020 webinar:

1. Go to <https://ipro.webex.com/ipro/onstage/g.php?MTID=ef2ee6b6a7a8c9578ef5630886b0af82e>
2. Click "Register".
3. On the registration form, enter your information and then click "Submit" and you will receive a confirmation email message with instructions on how to join the event.

To register to attend the February 28, 2020 webinar:

1. Go to <https://ipro.webex.com/ipro/onstage/g.php?MTID=ecfcbc89ddeefc7d6432781347291863e>
2. Click "Register".
3. On the registration form, enter your information and then click "Submit" and you will receive a confirmation email message with instructions on how to join the event.

For assistance with registration please contact Karen Lasher at klasher@ipro.org

It is our hope that this training in innovative Rapid-Cycle Continuous Improvement programs incorporating the lessons learned from hundreds of teams Dr. Boutwell has led across the United States will enable you to accelerate change towards improving care for your most frequent utilizers of care.

We look forward to engaging your institution and staff in the redesign efforts in the delivery of care.

Sincerely,

Peggy Chan
DSRIP Program Director
Office of Health Insurance
Programs



MAX Symposium 2018, Executive Panel Reflections