

# Population Health Technology & Analytics Service Offerings

<b>IBM Watson Explorys Performance Manager</b>	Tool: Performance management software to track measures, metrics, outcomes and development of actionable lists of patients
<b>IBM Watson Phytel Outreach</b>	Tool: Automatic protocol-based patient outreach allowing for decreased no show rates, PCMH accreditation and increase in billable services
<b>IBM Watson Explorys Cohort Discovery</b>	Tool: Research tool that leverages all integrated data, can be used to generate population level statistics and information for grant applications, projects, hot spotting etc.
<b><i>CNYCares Referral Network (Unite Us)</i></b>	Tool: Referral network designed to allow partners to seamless track the outcomes of referrals between other business and coordination centers.
<b>Analytics</b>	Key CNYCC team members provide IBM Watson Health Explorys SuperMart Reports, MAPP and Salient Data Reports, PSYCKES-based Data Reports, Performance Score Cards, Attribution Overlap Reports, etc. Tools: IBM Watson Explorys Performance Manager, Cohort Discovery, & Phytel Outreach, Unite Us, PSYCKES Intellectual Property: CNYCC attribution model



# Population Health Improvement & Regional Health Planning Services Offerings

<b>Performance &amp; Process Improvement Technical Assistance</b>	Key CNYCC team members provide technical assistance for providers seeking to understand performance data; to identify workflow modifications to impact key outcomes; seeking NYS PCMH recognition as well as other certifications; provide facilitate & support provider teams engaged in performance improvement/practice transformation utilizing MAX or other rapid cycle improvement methodologies
<b>Convene Stakeholders for Partnership Development</b>	Key CNYCC team members provide identify opportunities for partner organizations to collaborate, facilitate the establishment of new partnerships, and support their ongoing effectiveness such as Learning Collaboratives & Care Transition Coalitions
<b>Regional Advocacy on Behalf of Issues, Partner Challenges, etc.</b>	Key CNYCC team members provide engage local, State, and federal officials and other decision makers to highlight issues of importance to partner organizations and the local provider community (note: not lobbying on legislative or executive issues)
<b>Partner/Patient/Client/Consumer Messaging</b>	Key CNYCC team members develop and place public messaging designed to influence patient/client/ consumers to take actions that will positively impact key outcomes of interest to partners as well to partner organizations Intellectual Property: CNYCC radio and TV spots, Friday newsletter, Friday webinars



# Network Development & Management Services Offerings

<b>Centralized Training/ Workforce Development</b>	Key CNYCC team members coordinate the development and joint procurement of partner-requested trainings, certifications, & workforce recruitment services Licensed Tools: HWapps Learning Management System (LMS) Intellectual Property: CNYCC training content library & webinars, recruitment program materials, etc.
<b>Project Management &amp; Grant Writing Support</b>	Key CNYCC team members provide technical assistance with project management and grant writing & ongoing project management/grant writing support Licensed Tools: Performance Logic Intellectual Property: Innovation Fund scoring rubrics, guidance, & other materials, project plans, etc.
<b>Business Process Development</b>	Key CNYCC team members provide technical assistance on business process development including funds flow, master data management, data normalization Tools: Salesforce CRM, Custom Funds Flow, Reporting and Score Card Software Intellectual Property: Network Data model in Salesforce, network webinars, & newsletters
<b>IT System Selection &amp; Implementation</b>	Key CNYCC team members provide system selection technical assistance for EMRs and population health management systems Intellectual Property: System selection process worksheets, scoring rubrics, and other materials
<b>IT Security Program Development</b>	Key CNYCC team members provide technical assistance to partner organizations on System Security Plans which allow for access to MCD and MCO Claims data Intellectual Property: Sample security policies, materials for tabletop security exercises, etc.

