

IMPROVING  
LIVES



THROUGH  
COLLABORATION



2022 Annual Report

# A Message from Value Network

Throughout 2022, Value Network has continued building on our mission to design and implement a health service delivery system that improves the quality, cost effectiveness, and overall experience of care in Western New York. We provided several valuable opportunities to our Partners, including grant funding, value-based payment contracts with MCOs, and ongoing training and technical support.

We also enhanced our data dashboards for Network Partners. The improvements include an even more user-friendly interface and provides additional data points showing behavioral health diagnoses alongside gaps in care and physical health diagnoses. Additionally, by using multiple data sources, we were able to integrate cost analyses of identified high-risk patients. This in-depth analysis and data provide a complete picture of our consumers' health, which drives data-driven business decisions and works towards improving health outcomes and lowering overall costs of care.

Additional highlights from 2022 include the creation and implementation of a new medication adherence standard of care guideline, expansion of our Value Network Community Connector Social Determinants of Health (SDOH) referral tool, and the delivery of quality trainings for our Partners with funding from the Patrick D. Lee Foundation.

Looking ahead to 2023, we are excited and eager to assist in providing solutions to address the needs of the whole person (i.e., physical health, behavioral health, and social determinants of health). Our commitment to improving communication and collaboration across the system of care includes the expanded use of the Value Network Community Connector SDOH referral tool across the region. We look forward to continued partnership and healthy outcomes in the year ahead.

Sincerely,



**Andrea J. Wanat**  
Chief Executive Officer  
Value Network



## Value Network Team

**Jeff Bowen**

Director of Data Analytics and Infrastructure

**Chelsea DelGiorno**

SDoH Project Coordinator

**LaTonya Diggs**

Director of Clinical/  
Quality Transformation

**Megan Dumpleton**

Network Manager

**Matthew Fioravanti**

Data Engineer

**Sarah Kaiser**

Project Coordinator

**Erica Kreutzer**

Population Health Project Director

# Words from our Board President

Over the past year, the health care system in Western New York continued to feel the impact and stabilize from the COVID-19 pandemic. Our businesses experienced record level workforce and business operations challenges, combined with all time high demand for our services. Despite these challenges, Value Network members remained invested in a better healthcare system for our community, dedicated to transformation to a system that is sustainable, accountable, collaborative, progressive and delivers results.

While initially formed for the purpose of securing value-based payment contracts, the Network continues to take on the challenges of a disconnected system through the sharing of real time metrics and other data, the development of new tools and technology, identification of quality standards and through the sharing of innovative strategies.

With an eye on the future, our CEO and members have embraced the opportunity being presented by the 1115 waiver to further improve care with a focus on linkage to vital social services that are necessary for health.

On behalf of the Value Network founding members and board of directors, we thank the team at Value Network for your vision and dedication, and we thank our stakeholders, business partners and members for their continued engagement and commitment to our shared mission.

Sincerely,

*Anne Constantino*

**Anne D. Constantino**

Board President

President and CEO of  
Horizon Corporations



**Cindy Voelker**

Board Member

President and CEO of  
Spectrum Health & Human  
Services



**Elizabeth  
Woike-Ganga**

Board Secretary

President/CEO of BestSelf  
Behavioral Health



**Elizabeth Mauro**

Board Treasurer

CEO of Endeavor  
Health Services

## Advisory Board

**Anne Constantino**

President/CEO, Horizon  
Corporations

**Michelle Curto**

Vice President,  
Administrative Operations  
of Horizon Health Services

**Kristy D'Angelo**

COO, Behavioral Health &  
Preventative Services at  
Gateway-Longview

**Andy Davis**

COO, Erie County  
Medical Center

**Raymond Ganoe**

President/CEO,  
Evergreen Health Services

**Bobbie Hangen**

Executive Director,  
SNAPCAP

**Sheila Kee**

Executive Vice President  
& COO, Niagara Falls  
Memorial Medical Center

**Elizabeth Mauro**

CEO, Endeavor Health  
Services

**Scott Morton**

COO, Endeavor Health  
Services

**Valerie Nowak**

CEO, Harmonia  
Collaborative Care

**Michael Osborne**

Vice President of Finance,  
Catholic Health System

**William Penman**

Executive Director,  
Allegany Council  
on Alcoholism and  
Substance Abuse

**Nancy Singh**

CEO, Restoration Society

**Barry Stelmach**

CFO, Catholic Medical  
Partners

**Chris Syracuse**

Executive Director/  
Vice President, Living  
Opportunities of DePaul

**Cindy Voelker**

President and CEO,  
Spectrum Health &  
Human Services

**Elizabeth Woike-Ganga**

President/CEO,  
BestSelf Behavioral Health

PROVIDING  
GENEROUS  
RETURN ON  
INVESTMENT  
TO OUR  
PARTNERS



Organizational Support:

\$3,450,148

Value Network continues to write, manage, and coordinate grants on behalf of our Network. In 2022, we secured two large OASAS grants for our Partners – the State Opioid Response grant and funding for client transportation and care coordination needs.

Patient Support:

\$258,974

The Value Network team provides ongoing support to improve patient care. Examples include access to the Value Network Community Connector Social Determinants of Health referral tool, access to additional HEALTHeLINK reports, and the HEALTHeOUTCOMES population health tool.

Training:

\$149,455

Value Network offers extensive training opportunities for our Partners. These trainings provide opportunities for staff members to attend quality trainings at no cost. Value Network secured a grant from the Patrick P. Lee Foundation grant to coordinate and facilitate a 20-session training series.

Partner Testimonials

“ The remarkable team of experts at Value Network has made our organization and myself feel involved, empowered and included. They are incredibly knowledgeable, patient, willing to listen and learn of the services we provide and our concurrent challenges. ”

Ken Bossert  
DART Clinic Program Administrator,  
Community Action Organization of WNY

“ Value Network has not only helped Western NY Independent Living expand programming through grants and contracts but it also increased our skill set and infrastructure for business intelligence. The technical assistance provided was of high quality and made a meaningful impact in our organization. ”

Stephanie Orlando  
Chief Operating Officer,  
Western New York Independent Living

“ I am not a tech savvy person... but the support that VN has provided from the beginning to the support being onboarded, to the explanations offered about the [Value Network Community Connector], to the responsiveness of the VN team has been great. ”

Janice Burns  
Program Director, FOCUS on Consequences for Adolescents,  
The Prevention Council of Erie County

We Are  
Fortunate to  
Have a Diverse  
Set of Partners

Together, we are leaders in the behavioral healthcare field and beyond. As a Network, our reach is vast and serves patients along the full continuum of care.

2022 Network Partners



2022 Affiliate Partners

Buffalo City Mission	Erie County Medical Center	Native American Community Services of Erie & Niagara Counties, Inc.	SNAPCAP IPA
Buffalo Psychiatric Center	Every Person Influences Children (EPIC)	Niagara Falls Memorial Medical Center	The Prevention Council of Erie County
Catholic Charities of Buffalo	Greater Buffalo United Independent Practice Association	Northpointe Council, Inc.	The Primary Care IPA
Catholic Medical Partners IPA CIPA Western NY	HealtheLink RHIO	Oak Orchard Health	The Resource Center
Cazenovia Recovery Systems, Inc.	Jewish Family Services of Western New York	Person Centered Services	UB MD Physician Group
Conifer Park	Kaleida Health & Children's Psychiatry Clinic	Population Health Collaborative	West Side Community Services
Council on Addiction Recovery Services, Inc. (CAREs)	Margaret Stutzman Addiction Treatment Center	PreventionFocus, Inc.	WNY Mobile Overdose Prevention Services
Crisis Services	Mental Health Advocates of WNY	Prevention Works	WNY United Against Drugs & Alcohol Abuse, Inc.
Envision Wellness WNY Behavioral Health		Save the Michaels of the World	



# 2022 Accomplishments

## Clinical Best Practices

In 2022, Value Network added a new guideline to our set of Clinical Best Practice Guidelines. It aims to improve medication adherence for patients prescribed psychotropic drugs as well as ensure safe and effective prescribing strategies. The implementation of this guideline will improve our Network’s ability to effectively engage patients who are prescribed psychotropic medications, and in turn, improve health outcomes.

## High Risk Management Pilot elevated to Program Status

For the past two years, our four founding Partner organizations have been diligently working on a pilot program to improve outcomes for a cohort of complex behavioral health and medically high-risk patients. Together, we have implemented processes to manage quality, track and monitor specific physical health metrics, and close gaps in care. This structured approach has resulted in a 22% reduction in emergency department admissions and a 7% reduction in inpatient admissions for these Medicaid patients.

## Partnering for Data

Value Network continued to strengthen our partnership with HEALTHeLINK, Western New York’s regional health information organization. HEALTHeLINK is a vital data source for Value Network and our Partners. Their real-time notifications for client emergency department presentations and inpatient admissions provide critical information necessary to start the incredibly important transition of care process. Additionally, clinical data, including physical health diagnoses and laboratory test results, is helpful for informing our Partners’ treatment decision-making.

Value Network and HEALTHeLINK are also working on new projects together including one that will provide timely prescription fill data, assisting the Network in meeting our medication adherence metric targets. A second project includes a collaboration with findhelp and the Value Network Community Connector (VNCC), allowing HEALTHeLINK to import social care data from the VNCC into its data warehouse. This process will allow for the combining of social determinants of health data with existing physical and behavioral health data, putting Western New York in a good position to be an innovative force in the new 1115 Waiver.

## Behavioral Health Forum

On September 16th, 2022 Value Network convened various sectors of the healthcare field for a half-day forum. Leaders from behavioral health organizations, primary care, local health plans, hospital systems, and community-based organizations came together to discuss “Working Together to Create and Achieve Successful Level II Value Based Payment Opportunities.” The event included panel discussions and an in-depth dialogue focusing on creating a pathway for increased value-based payment contracting opportunities. We are grateful for all of the insight, expertise, and feedback gathered and look forward to further opportunities in 2023.

## Improving Communication and Cross-Sector Collaboration for SDoH Needs

Several Value Network Partners care for medically complex, high-risk clients. Therefore, a need for a technology tool that offers cross-sector communication and collaboration was identified. In response, we purchased findhelp and re-branded the tool to create the Value Network Community Connector (VNCC). This social care platform allows users to make and track referrals while gathering and extracting comprehensive data, which assists our Partners in meeting the complex needs of their clients.

In addition to Network-wide onboarding, we have partnered with other local organizations using the findhelp system to increase care across the WNY community. The “WNY Collaborative” is a regional effort among Highmark BCBS, Amerigroup (Highmark Medicaid), and Value Network to securely foster a transparent data culture and improve health equity outcomes.

13

Network  
Partners  
Trained

12

Affiliate  
Partners  
Trained

125+


Partner programs  
trained to send/  
receive referrals

457

Partner staff members  
integrating VNCC into  
their daily workflows







## Our Mission at Value Network is Simple

Design and implement a health service delivery system that improves the quality, cost effectiveness, and overall experience of care in Western New York.

## Our Values

Value Network operates according to a number of key values. These values are foundational to everything that we do.

- Collaboration
- Community
- Communication
- Data driven
- Decisiveness
- Diversity
- Engaging for impact
- Hope and belief in recovery
- Improved outcomes
- Improved health
- Partnership
- Respect
- Vision