

## 2018 PSP Goals for INPATIENT CARE STAFF (KFH)

**WHAT IS PSP/VPP?** PSP/VPP provides a cash award which supplements regular pay in recognition of the contributions made by the program's participants when the annual performance goals established by the Southern California Regional LMP Council are met or exceeded and the Southern California operating budget is exceeded.

**WHO IS ELIGIBLE?** Qualifying LMP union employees are eligible for a full or partial payout. (New employees must complete the 90-day probation period.)

**HOW DOES IT WORK?** Payouts are based on the Southern California Region's overall financial performance when we exceed our operating budget and each medical center area's/regional offices' attainment of its goals. Individual payouts will be based on the medical center area or site at which the employee is located for the last pay period of 2018.

**Consult your local subject matter expert for details on the goals.**

### UBT Spread / Adopt 20%

Measured: Calendar Year 2018

Updated: Quarterly

Final data available: January 2019

**To share best practices and knowledge throughout medical center areas/regional operations, a percentage of unit-based teams in each medical center area/regional operations must spread or adopt a project of their choosing.**

Further information on this goal will be provided in 2018 via an FAQ.

Minimum=60% of UBTs spread or adopt a project | Maximum=80% of UBTs spread or adopt a project

### Attendance 20%

Measured: Payroll Year 2018

(December 19, 2017 - December 17, 2018)

Updated: Monthly

Final data available: January 2019

**Part 1: Reduce Last Minute Sick by Medical Center Area / Regional Offices** (15% of payout)

Reduce employee use of last minute sick days by medical center area/regional offices and individual employee.

Minimum=4 days or fewer | Maximum=3 days or fewer

**Individual incentive:** Employees are eligible for a payout based on their personal performance even if the facility does not meet the target. Employees who reach the maximum target could receive a higher payout than those who make the minimum target. If the facility reaches the maximum target, the employees could get a higher payout up to double the maximum. Employees who have exceeded four last minute sick days will NOT receive a payout.

**Part 2: Reduce Non-Protected Absences by Medical Center Area / Regional Offices** (5% of payout)

Reduce employee use of non-protected absences (short- and long-term sick, unexcused absence, and leaves of absence) by site.

Minimum=11 days or fewer | Maximum=8 days or fewer

**Individual payout incentive:** If the site achieves the minimum target for non-protected absences (11 days) and the individual employee has NOT exceeded 11 days of non-protected absences, the employee could receive the payout. Employees who have exceeded 11 days will NOT receive a payout.

### Clinical Quality 20%

Measured: Rolling 12 months

Updated: Quarterly

Final data available: January 2019

Clinical goals support KP's preventive care effort by vaccinating members for illnesses and assisting them with getting appropriate screenings, following up, and coordinating patient care.

**Part 1: C. Diff stool documentation**

All admitted patients (over 3 years-old) have a stool documented on flow sheet every 12hour shift.

Minimum=90% | Maximum=95%

**Part 2: Readmissions: RN Post Discharge Phone Call**

A call will be completed for all medicine high-lace patients within 72 hours of discharge.

Minimum=80% | Maximum=90%

### Inpatient Care Experience 20%

Measured: October 1, 2017 -

September 30, 2018

Updated: Monthly

Final data available: January 2019

**Part 1: Medical Centers achieve a 4.0 Summary Star or greater**

To improve care delivery, use summary of questions in HCAHPS Inpatient Combined to reach 4.0 Summary Star or greater.

Minimum Target: 3.6 Summary Star or if  $\leq 3.5$  a 0.1 Summary Star improvement | Maximum Target: 4.0 Summary Star

**Part 2: All inpatient teams participating in the LMP UBT Reward & Recognition program will complete a targeted Care Experience Project**

All inpatient UBTs that are participating in the LMP Reward and Recognition program will complete a care experience project aligned with their medical center's care experience strategic areas for improvement. These teams will partner with the chief nurse executives and the local LMP council to identify their areas for improvement using year-end KFH HCAHPS Stars data. At the end of the year, medical centers with completed UBT care experience projects will receive credit for this goal.

### Workplace Safety PSP Goal 20%

Measured: January 1 - November 30, 2018

Updated: Monthly

Final data available: December 2018

**To engage all members of the unit-based team in building a culture of safety, adopt and implement a Workplace Safety plan and safety tracking log by November 30, 2018.**

Minimum=75% of medical center area departmental unit-based teams complete safety plan and safety tracking log

Maximum=85% of medical center area department unit-based teams complete safety plan and safety tracking log

# 2018 PSP Goals for AMBULATORY CARE STAFF (SCPMG)

**WHAT IS PSP/VPP?** PSP/VPP provides a cash award which supplements regular pay in recognition of the contributions made by the program's participants when the annual performance goals established by the Southern California Regional LMP Council are met or exceeded and the Southern California operating budget is exceeded.

**WHO IS ELIGIBLE?** Qualifying LMP union employees are eligible for a full or partial payout. (New employees must complete the 90-day probation period.)

**HOW DOES IT WORK?** Payouts are based on the Southern California Region's overall financial performance when we exceed our operating budget and each medical center area's/regional offices' attainment of its goals. Individual payouts will be based on the medical center area or site at which the employee is located for the last pay period of 2018.

**Consult your local subject matter expert for details on the goals.**

## UBT Spread / Adopt 20%

Measured: Calendar Year 2018

Updated: Quarterly

Final data available: January 2019

**To share best practices and knowledge throughout medical center areas/regional operations, a percentage of unit-based teams in each medical center area/regional operations must spread or adopt a project of their choosing.**

Further information on this goal will be provided in 2018 via an FAQ.

Minimum=60% of UBTs spread or adopt a project | Maximum=80% of UBTs spread or adopt a project

## Attendance 20%

Measured: Payroll Year 2018

(December 19, 2017 - December 17, 2018)

Updated: Monthly

Final data available: January 2019

**Part 1: Reduce Last Minute Sick by Medical Center Area / Regional Offices** (15% of payout)

Reduce employee use of last minute sick days by medical center area/regional offices and individual employee.

Minimum=4 days or fewer | Maximum=3 days or fewer

**Individual incentive:** Employees are eligible for a payout based on their personal performance even if the facility does not meet the target. Employees who reach the maximum target could receive a higher payout than those who make the minimum target. If the facility reaches the maximum target, the employees could get a higher payout up to double the maximum. Employees who have exceeded four last minute sick days will NOT receive a payout.

**Part 2: Reduce Non-Protected Absences by Medical Center Area / Regional Offices** (5% of payout)

Reduce employee use of non-protected absences (short- and long-term sick, unexcused absence, and leaves of absence) by site.

Minimum=11 days or fewer | Maximum=8 days or fewer

**Individual payout incentive:** If the site achieves the minimum target for non-protected absences (11 days) and the individual employee has NOT exceeded 11 days of non-protected absences, the employee could receive the payout. Employees who have exceeded 11 days will NOT receive a payout.

## Ambulatory Quality 20%

Measured:

Flu: August 1, 2017 - June 30, 2018

SOR Composite: November 2017

- October 2018

Updated: Bi-monthly

Final data available: January 2019

Clinical goals support KP's preventive care effort by vaccinating members for illnesses and assisting them with getting appropriate screenings, following up, and coordinating patient care.

**Part 1: Vaccinate members ≥ 6 months for influenza (employees who are members are included)**

Minimum=45.0% | Maximum=51.0%

**Part 2: POE SOR Composite Goal (Proactive Office Encounter Successful Opportunities Rate Composite Goal)**

Contribute to our members' overall health and well-being by capturing more care opportunities when patients visit their department.

Minimum=37.0% | Maximum=42.0%

## Ambulatory Care Experience 20%

Measured: Payroll Year 2018

(January 1 - December 31, 2018)

Updated: Monthly

Final data available: January 2019

KP wants to ensure that our frontline staff interacts with our members in a way that is helpful and makes them feel cared for.

The Outpatient Care Experience goal is based on the Ambulatory Satisfaction Questionnaire (ASQ), a patient care experience survey, in two categories—Receptionist Helpful and Nurse/Assistant Showed Care and Concern. The ultimate goal is to reach the California 90th percentile on the publicly reported survey.

**Part 1: Receptionist Helpful - Was the receptionist who checked you in helpful? % Definitely yes** (10% of payout)

Minimum=89.0% | Maximum=90.0%

**Part 2: Nurse/Assistant Showed Care and Concern - Did the nurse/assistant who prepared you for this visit with this doctor or healthcare provider show care and concern towards you? % Definitely yes** (10% of payout)

Minimum=85.5% | Maximum=86.5%

## Workplace Safety PSP Goal 20%

Measured: January 1 - November 30, 2018

Updated: Monthly

Final data available: December 2018

**To engage all members of the unit-based team in building a culture of safety, adopt and implement a Workplace Safety plan and safety tracking log by November 30, 2018.**

Minimum=75% of medical center area departmental unit-based teams complete safety plan and safety tracking log

Maximum=85% of medical center area department unit-based teams complete safety plan and safety tracking log