

2014 LMP PSP Goals for INPATIENT CARE STAFF

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.

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 and each medical center area's or 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 2014.

Please consult your local subject matter expert for details on the goals.

Focus Area	Goal
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<p>Affordability - kp.org - 7.5% Measurement Period: Calendar Year 2014 Data released: Monthly by facility Final data available: January 2015</p>	<p>Member Registration on kp.org (7.5% of payout) Increase the number of members, including staff, registered for kp.org which allows members more convenient ways to reach physicians, reorder medication, get lab results, and more. Data will be released by med center area, but payout will be based on regionwide performance. Minimum=67.5% Maximum=70%</p>
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<p>Attendance - 20% Measurement Period: 2014 Payroll Year (December 23, 2012-December 21, 2013) Data released: Monthly Final data available: January 2015</p>	<p>Part 1: Last Minute Sick Reduction by Medical Center Area and Regional Offices (15% of payout) Reduce employee use of last minute sick days by medical center area/regional offices and individual employee Minimum target=Reduce to 4 days Maximum target=Reduce to 3 days NEW! 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 will 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.</p> <p>Part 2: Non-Protected Absences Reduction by Medical Center Area and Regional Offices (5% of payout) Reduce employee use of non-protected absences (short-term and long-term sick, unexcused absence, and leaves of absence) by site. Minimum target=Reduce to 11 days Maximum target=Reduce to 8 days 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 will receive the payout. Employees who have exceeded 11 days will NOT receive a payout.</p>
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<p>PENDING Clinical Quality - 20% Measurement Period: Nov 2013-Sept 2014 Data released: Readmission: monthly C Diff: TBD Sepsis - Lactate Clearance: TBD Sepsis - 30 ml/kg of fluid: TBD</p>	<p>Clinical goals for inpatient assure appropriate patient care during hospitalization.</p> <p>NEW! Part 1: Readmission Rate: Reduce the rate at which patients are readmitted to the hospital (6% of payout) Minimum target=≤ 0.85 Maximum target=≤ 0.80</p> <p>Part 2: Clostridium Difficile (C Diff): Reduce incidence of hospital acquired infections (6% of payout) Minimum target=5% reduction Maximum target=7.5% reduction</p> <p>Part 3: Sepsis - Lactate Clearance: Appropriately treat patients with sepsis to ensure rate of decline in lactate concentration within 2-6 hours of the first lactate test to minimize the infection (4% of payout) Minimum target=50% Maximum target=60%</p> <p>Part 4: Sepsis - Fluid Administration - 30 ml/kg of fluid within 3 hours: Appropriately treat patients with sepsis by ensuring timely delivery of fluids within 3 hours of identifying sepsis symptoms (4% of payout) Minimum target=70% Maximum target=80%</p>
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<p>PENDING Healthy Workforce - 7.5% Measurement Period: Aug. 1 - Dec. 31, 2014 Data released: Weekly Final data available: Jan. 2015</p>	<p>Increase the percentage of employees and physicians vaccinated for influenza regionwide between Aug. 1 - Dec. 31, 2014 (7.5% of payout) Only employees/physicians who get vaccinated will count toward the attainment of the region's goal. Minimum=85% of KPSC employees and physicians Maximum=95% of KPSC employees and physicians</p>
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<p>Inpatient Care Experience - 15% Measurement Period: The average of discharge survey scores from October 1, 2013 - September 30, 2014) Data released: Monthly Final data available: Jan 2015</p>	<p>Improve the percentage of scores rated 9 or 10 for "inpatient combined overall rating of hospital" from member responses on the Hospital Consumer Assessment of Healthcare Providers and Systems (H-CAHPS) survey. Minimum= 75% (75th Percentile) Maximum= 81% (90th Percentile)</p>
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<p>UBT Affordability - 15% Measurement Period: Calendar Year 2014 Data released: Monthly Final data available: Jan 2015</p>	<p>NEW! Increase the percentage of UBTs that successfully create and complete a project with hard dollar savings or improved revenue capture. Projects to be reviewed by Finance to ensure cost savings. Minimum= 50% of teams Maximum= 75% of teams</p>
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<p>Workplace Safety - 20% Measurement Period: Oct. 2013 - Sept. 2014 Data released: Quarterly Final data available: October 2014</p>	<p>Part 1: Reduce accepted claims rates by entity for medical center areas/Regional Offices (5% of payout) KFH/HP's target: 30% payout=5.39 100% payout=3.94 105% payout=0.00 SCPMG's target: 30% payout=4.04 100% payout=2.95 105% payout=0.00 Non-hospital areas: 30% payout=3.73 100% payout=2.72 105% payout=0.00 Moreno Valley: 30% payout=4.29 100% payout=3.13 105% payout=0.00</p> <p>Part 2: Indemnity Claims Rate Reduce the number of indemnity rate injuries by medical center areas/Regional Offices to 1.42 (no minimum or maximum) (5% of payout) Incident investigations and safety observations will now be weighted as goals instead of a gate toward payout.</p> <p>Part 3: Incident Investigations The facility can achieve this goal if 80 percent of Incident Investigations are conducted in Partnership and <u>submitted within seven days</u> of knowing the incident occurred. (2.5% of payout)</p> <p>Part 4: Safety Observations The facility can achieve this goal if 85 percent of Safety Observations are conducted in Partnership. (2.5% of payout)</p>
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2014 LMP PSP Goals for AMBULATORY CARE STAFF

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.

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HOW DOES IT WORK? Payouts are based on the Southern California region's overall financial performance and each medical center area's or 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 2014.

Please consult your local subject matter expert for details on the goals.

Focus Area	Goal
Affordability - kp.org - 7.5% Measurement Period: Calendar Year 2014 Data released: Monthly by facility Final data available: January 2015	Member Registration on kp.org (7.5% of payout) Increase the number of members, including staff, registered for kp.org which allows members more convenient ways to reach physicians, reorder medication, get lab results, and more. Data will be released by med center area, but payout will be based on regionwide performance. Minimum=67.5% Maximum=70%
Attendance - 20% Measurement Period: 2014 Payroll Year (December 23, 2012-December 21, 2013) Data released: Monthly Final data available: January 2015	Part 1: Last Minute Sick Reduction by Medical Center Area and Regional Offices (15% of payout) Reduce employee use of last minute sick days by medical center area/regional offices and individual employee Minimum target=Reduce to 4 days Maximum target=Reduce to 3 days NEW! 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 will 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: Non-Protected Absences Reduction by Medical Center Area and Regional Offices (5% of payout) Reduce employee use of non-protected absences (short-term and long-term sick, unexcused absence, and leaves of absence) by site. Minimum target=Reduce to 11 days Maximum target=Reduce to 8 days 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 will receive the payout. Employees who have exceeded 11 days will NOT receive a payout.
PENDING Clinical Quality - 20% Influenza Immunization Measurement Period: August 1, 2013 - June 30, 2014 Data released: monthly Readmission Rate and SCOR Measurement Period: November 2013 - September 2014 Readmission Rate data released: Monthly SCOR data released: Bimonthly	Clinical goals support KP's preventive care effort by vaccinating patients for illnesses and assisting them with getting appropriate screening, following up, and coordinating patient care. NEW! Part 1: Increase Rate of Influenza Immunization for patients 6 months of age and above (4% of payout) Minimum target=43% Maximum target=51% Part 2: Readmission Rate: Reduce the rate at which patients are readmitted to the hospital (6% of payout) Minimum target= ≤ 0.85 Maximum target= ≤ 0.80 Part 3: Successfully Captured Opportunities Rates (SCOR) SCOR measures are met if SCOR or testing rate target is met. Breast cancer screening To support early detection of breast cancer, increase our success at screening patients overdue for screening SCOR Target=24% or testing rate=90% (4% of payout) Colorectal cancer screening To support early detection of colorectal cancer, increase our success at screening patients overdue for screening SCOR Target=29% or testing rate=80% (4% of payout) Diabetic HgA1c testing (ages 18-75) To support prevention of complications of diabetes, increase our success at testing diabetic patients overdue for blood sugar control tests SCOR Target=50% or testing rate 95% (2% of payout)
PENDING Healthy Workforce - 7.5% Measurement Period: Aug. 1 - Dec. 31, 2014 Data released: Weekly Final data available: Jan. 2015	Increase the percentage of employees and physicians vaccinated for influenza regionwide between Aug. 1 - Dec. 31, 2014 (7.5% of payout) Only employees/physicians who get vaccinated will count toward the attainment of the region's goal. Minimum=85% of KPSC employees and physicians Maximum=95% of KPSC employees and physicians
Outpatient Care Experience - 15% Measurement Period: Calendar Year 2014 Data released: Monthly Final data available: Jan. 2015	KP wants to ensure that our frontline staff interacts with our members in a way that makes them feel cared for and important. Outpatient Care Experience is based on the Ambulatory Satisfaction Questionnaire (ASQ), a patient satisfaction survey, in two categories—Helpful Receptionists and Nurses/Assistants Show Care and Concern. The goal is to help reach the California 90th percentile on the publicly reported survey. Part 1: Helpful Receptionist (7.5% of payout) Minimum=88.3% Maximum=89.7% Part 2: Show Care and Concern Nurse/Assistant (7.5% of payout) Minimum = 83.5% Maximum = 85.4%
UBT Affordability - 15% Measurement Period: Calendar Year 2014 Data released: Monthly Final data available: Jan 2015	NEW! Increase the percentage of UBTs that successfully create and complete a project with hard dollar savings or improved revenue capture. Projects to be reviewed by Finance to ensure cost savings. Minimum= 50% of teams Maximum= 75% of teams
Workplace Safety - 20% Measurement Period: Oct. 2013 - Sept. 2014 Data released: Quarterly Final data available: October 2014	Part 1: Reduce accepted claims rates by entity for medical center areas/Regional Offices (5% of payout) KFH/HP's target: 30% payout=5.39 100% payout=3.94 105% payout=0.00 SCPMG's target: 30% payout=4.04 100% payout=2.95 105% payout=0.00 Non-hospital areas: 30% payout=3.73 100% payout=2.72 105% payout=0.00 Moreno Valley: 30% payout=4.29 100% payout=3.13 105% payout=0.00 Part 2: Indemnity Claims Rate Reduce the number of indemnity rate injuries by medical center areas/regional offices to 1.42 (no minimum or maximum) (5% of payout) Incident investigations and safety observations will now be weighted as goals instead of a gate toward payout. Part 3: Incident Investigations The facility can achieve this goal if 80 percent of Incident Investigations are conducted in Partnership and <u>submitted within seven days</u> of knowing the incident occurred. (2.5% of payout) Part 4: Safety Observations The facility can achieve this goal if 85 percent of Safety Observations are conducted in Partnership. (2.5% of payout)