

## INPATIENT CARE EXPERIENCE

### Special Opportunity for Success - Line of Sight Goal

Staff in all inpatient nursing/home health units will have an additional opportunity for success.

**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.** Payout is based on a rolling 12-month measurement period (Oct 1, 2011-Sept 30, 2012) by Medical Center Area.

#### **For Childbirth, Medicine, and Surgery service lines**

**Childbirth:** minimum target=75.8% (75th percentile) / maximum target=82.0% (90th percentile)

**Medicine:** minimum target=72.4% (75th percentile) / maximum target=77.2% (90th percentile)

**Surgery:** minimum target=77.1% (75th percentile) / maximum target=83.4% (90th percentile)

**NICU/PICU/Pediatrics departments will receive a score based on the AVATAR question “I would recommend the medical center without hesitation to others.” The measurement period will be confirmed.**

#### **For NICU**

Maximum target=TBD Achieve a score of \_\_% (90th percentile top box score)

Minimum target=TBD Achieve a score of \_\_% (75th percentile top box score)

#### **For Pediatrics/PICU**

Maximum target=TBD Achieve a score of \_\_% (\_\_th percentile top box score)

Minimum target=TBD Achieve a score of \_\_% (\_\_th percentile top box score)

#### **For Home Health**

**Using Press Ganey survey data, measure 2012 Quarter 3 “care month” scores.**

Maximum target=Achieve a score of 89.6% (75th percentile)

Minimum target=Achieve a score of (halfway between baseline and 89.6% (75th percentile)) %

These inpatient nursing/home health units could qualify for the payout whether or not the medical center attains its target. There will only be one payout. (See explanation below.)

---

#### **WHAT IS PSP?**

The PSP provides cash awards to supplement regular pay to recognize the contributions made by the program’s participants when they meet or exceed the annual performance goals established by the Southern California Regional LMP Council.

#### **WHAT IS A LINE OF SIGHT GOAL?**

A Line of Sight goal provides a special opportunity to motivate specific units/departments.

#### **WHO IS ELIGIBLE?**

Qualifying LMP union employees in the listed units/departments are eligible for a full or partial payout.

#### **HOW DOES IT WORK?**

The payouts are based on the Southern California region’s overall financial performance and each unit’s/department’s performance. Individual payouts will be based on the medical center area at which the employee is located for the last pay period of 2012.

#### **HOW DOES THE PAYOUT FOR LINE OF SIGHT GOALS WORK?**

If the team meets the line of sight goal targets, the staff will receive the payout whether or not the medical center area meets the regional target. If the team does not meet the line of sight target but the medical center meets the target, the team will receive the payout based on the medical center’s performance. Payouts will be based on the higher of the two performances (medical center area’s or the department’s score).

There will only be one payout.

## OUTPATIENT CARE EXPERIENCE

### Line of Sight Goal - Special Opportunity for Success

KP wants to ensure that our frontline staff interacts with our members in a way that makes them feel cared for and important. The line of sight goal provides a second opportunity for payout for four “high impact/high volume” departments by specialty area. Outpatient Care Experience is based on the Ambulatory Satisfaction Questionnaire (ASQ), a patient satisfaction survey. The line of sight goal focuses on patient responses on the nurse/assistant composite only.

**Staff in the following specialties will have an additional opportunity for success if their performance exceeds the medical center area performance:**

- Family Medicine, Internal Medicine, and Urgent Care combined
- Pediatrics
- OB/Gyn
- Radiology technologists using the “radiology technologist helpful and courteous, show care and concern” composite.

**The target numbers are the same as the PSP goal for the medical center area.**

**Minimum target (50% payout) = 85.8% “definitely yes” responses**

**Maximum target (100% payout) = 88.9% “definitely yes” responses**

Staff in the departments could qualify for a payout if the department achieves the target or if the medical center reaches its target. There will only be one payout. (See explanation below.)

---

#### WHAT IS PSP?

The PSP provides cash awards to supplement regular pay to recognize the contributions made by the program’s participants when they meet or exceed the annual performance goals established by the Southern California Regional LMP Council.

#### WHAT IS A LINE OF SIGHT GOAL?

A Line of Sight goal provides a special opportunity to motivate specific units/departments.

#### WHO IS ELIGIBLE?

Qualifying LMP union employees in the listed units/departments are eligible for a full or partial payout.

#### HOW DOES IT WORK?

The payouts are based on the Southern California region’s overall financial performance and each unit’s/department’s performance. Individual payouts will be based on the medical center area at which the employee is located for the last pay period of 2012.

#### HOW DOES THE PAYOUT FOR LINE OF SIGHT GOALS WORK?

If the team meets the line of sight goal targets, the staff will receive the payout whether or not the medical center area meets the regional target. If the team does not meet the line of sight target but the medical center meets the target, the team will receive the payout based on the medical center’s performance. Payouts will be based on the higher of the two performances (medical center area’s or the department’s score). There will only be one payout.

## WORKPLACE SAFETY

### Line of Sight Goal - Special Opportunity for Success

The departments listed below have an additional opportunity for success. The staff could qualify for a payout if the department has less than or equal to their target injury rate or if the medical center reaches its workplace safety target. There will only be one payout. (See explanation below.)

**Safety Observation Gate:** All listed departments qualify for the payout if 85% of managers are registered into the Safety Observation system AND 85% of the scheduled safety observations have been completed in partnership. (Both must be achieved first before the line of sight goal can be attained.)

Departments	Cost Centers	30% payout	100% payout	105% payout
Acute Care	0100-0112, 0170-0178, 0200-0205, 0241-0243, 0350	7.79	4.76	0.00
Appointment Services	5040-5056	4.80	2.93	0.00
Emergency	1280-1298	5.94	3.63	0.00
Environmental Services	4490	8.33	5.09	0.00
Family Medicine	1350-1359, 1590-1649, 2490-2519	5.08	3.11	0.00
Labor, Delivery, and Recovery	0220-0229, 0240, 0250-0252	7.77	4.75	0.00
Linen Services and Materials Management	4570-4572, 4574-4577	7.60	4.65	0.00
Operating Room, Special Procedure Rooms, Central Processing, and Pre-Operation	0301-0313, 0340-0344, 1020-1069, 4573	8.58	5.25	0.00
Path Lab	0740-0829	6.59	4.03	0.00
Radiology	0723, 0830-0873	6.29	3.85	0.00

#### WHAT IS PSP?

The PSP provides cash awards to supplement regular pay to recognize the contributions made by the program's participants when they meet or exceed the annual performance goals established by the Southern California Regional LMP Council.

#### WHAT IS A LINE OF SIGHT GOAL?

A Line of Sight goal provides a special opportunity to motivate specific units/departments.

#### WHO IS ELIGIBLE?

Qualifying LMP union employees in the listed units/departments are eligible for a full or partial payout.

#### HOW DOES IT WORK?

The payouts are based on the Southern California region's overall financial performance and each unit's/department's performance. Individual payouts will be based on the medical center area at which the employee is located for the last pay period of 2012.

#### HOW DOES THE PAYOUT FOR LINE OF SIGHT GOALS WORK?

If the team meets the line of sight goal targets, the staff will receive the payout whether or not the medical center area meets the regional target. If the team does not meet the line of sight target but the medical center meets the target, the team will receive the payout based on the medical center's performance. Payouts will be based on the higher of the two performances (medical center area's or the department's score). There will only be one payout.