

# 2012 LMP PSP/VPP Goals



**WHAT IS PSP/VPP?** PSP/VPP provides a cash award which supplements regular pay. PSP recognizes 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.

probation period.)  
**HOW DOES IT WORK?** The payouts are based on the Southern California region's overall financial performance and each medical center area's attainment of its PSP goals. Individual payouts will be based on the medical center area at which the employee is located for the last pay period of 2012. **Please consult your local SME for details on the goals.**

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

Focus Area	Goal	Weight
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## Attendance

Measurement Period: 2012 Payroll Year (dates)  
 Data released: Monthly  
 Final data available: December 2012  
 Final data posted: January 2013

**Part 1: Last Minute Sick Reduction by Medical Center Area** (10% of payout)  
 Reduce employee use of last minute sick days by medical center area  
 Minimum target=Reduce to 4 days      Maximum target=Reduce to 3 days  
**Individual incentive:** If the med center area achieves the *minimum* target for Last Minute Sick (four days) and the individual employee has NOT exceeded four days of Last Minute Sick, the employee will receive the payout. Employees who have exceeded four last minute days will NOT receive a payout. (Goal and targets to be reviewed in connection with TORT usage in mid-2012.)

**Part 2: Non-Protected Absences Reduction by Medical Center Area** (10% of payout) **20%**  
 Reduce employee use of non-protected absences (short-term and long-term sick, unexcused absence, and leaves of absence) by medical center area. (Does NOT include FMLA, CESLA, Workers' Comp, or doctor's appointments.) Minimum target=Reduce to 11 days      Maximum target=Reduce to 8 days  
**Individual payout incentive:** If the med center area 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.

## Clinical Goals

**Colorectal Cancer Screening**  
 Measurement Period: TBD  
 Data released: TBD  
 Final data available: January 2013  
 Final data posted: February 2013

**Successfully Captured Opportunities Rate (SCOR)**  
 Measurement Period: Patient visits from Nov. 2011 - Sept. 2012  
 Data released: Bimonthly  
 Final data available: December 2012  
 Final data posted: January 2013

Clinical goals support KP's preventive care effort by screening patients for illnesses before complications begin. (Each target is worth five percent of the goal.)

**Part 1: Increase Rate of Colorectal Cancer Screening for patients 50 - 75 years of age** (5% of payout)  
 Minimum target=TBD      Maximum target=TBD

**Part 2: Successfully Captured Opportunities Rates (SCOR)** (15% of payout) **20%**  
**Cervical cancer screening (females ages 21-64)** To support early detection of cervical cancer, increase our success at screening patients overdue for cervical cancer screening Minimum=TBD      Maximum=TBD

**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 Minimum=TBD      Maximum=TBD

**Diabetic LDL-C screening (ages 18-75)** To support prevention of heart attacks and strokes in people with diabetes, increase our success at testing diabetic patients overdue for lipid control testing  
 Minimum target=TBD      Maximum target=TBD

## Healthy Workforce

Measurement Period:  
 Total Health Assessment—Dec. 1, 2011 - Nov. 30, 2012  
 Flu vaccine—Sept. 1 - Nov. 30, 2012  
 Data released: Monthly  
 Final data available: December 2012  
 Final data posted: January 2013

**Part 1: Increase the percentage of employees vaccinated for influenza ("flu") between Sept. 1-Nov. 30, 2012 by Medical Center Area** (7.5% of payout) Only employees who get vaccinated will count toward the attainment of the facility's goal. A 25% payout of the maximum dollar amount attainable begins when areas achieve the target minimum (TBD%). Payouts are prorated after TBD% is reached. **15%**  
 Minimum=TBD% of KPSC employees      Maximum=TBD% of KPSC employees

**Part 2: Increase the percentage of employees that take the Total Health Assessment (THA) or a Healthy Lifestyle Program (HLP) by Medical Center Area** (7.5% of payout)  
 Minimum= 43%      Maximum= 53%

## Inpatient Care Experience

Measurement Period: The average of discharge survey scores from October 1, 2011 - September 30, 2012  
 Data released: Monthly  
 Final data available: January 2012  
 Final data posted: February 2012

**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. **15%**  
 Minimum= 73% (75th Percentile)      Maximum= 79% (90th Percentile)

## Outpatient Care Experience

Measurement Period: Calendar Year 2012  
 Data released: Monthly  
 Final data available: December 2012  
 Final data posted: January 2013

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/Courteous Receptionists and Helpful/Courteous, Show Care and Concern Nurses/Assistants. The goal is to reach the California 90th percentile by retaining the same two ASQ composite measures and targets by Medical Center Area.

**Part 1: Helpful/Courteous Receptionist Composite** (7.5% of payout)  
 Minimum=87.7% (TBD based on year end 2011 results)      Maximum=91.0%

**Part 2: Helpful/Courteous, Show Care and Concern Nurse/Assistant Composite** (7.5% of payout) **15%**  
 Minimum = 85.8% (TBD based on year end 2011 results)      Maximum = 88.9%

## Workplace Safety

Measurement Period: Oct. 2011 - Sept. 2012  
 Data released: Quarterly  
 Final data available: October 2012  
 Final data posted: November 2012

**Part 1: Reduce our accepted claims rate by entity for each medical center area** (7.5% of payout)  
 KFH/HP's target: 30% payout=6.32 | 100% payout=3.89 | 105% payout=0.00  
 SCPMG's target: 30% payout=4.92 | 100% payout=3.03 | 105% payout=0.00  
 Non-hospital areas: 30% payout=4.17 | 100% payout=2.57 | 105% payout=0.00  
 To reward efforts, payouts begin when areas are favorable toward the goal beginning at 30% of their target and can reach a maximum payout of 105%.

**Safety Observation Gate:** The facility qualifies for the accepted claims 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 goal can be attained.) **15%**

**Part 2: Reduce the number of indemnity rate (injuries that require lost work time, significant medical treatment, modified duty, or job retraining) by medical center area to 1.46** (no minimum or maximum goal). (7.5% of payout)