



ALLIANCE 2023 PSP Goals for AMBULATORY CARE STAFF (SCPMG)

WHAT IS PSP? PSP 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 region meets its operating budget.

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 operating budget financial performance being met and each medical center area’s/regional offices’ attainment of its goals. Individual payouts will be based on the medical center area or regional operations site at which the employee is located for the last pay period of 2023. Alliance members have an alternate payout if Region does not meet its financial gate. **Consult your local subject matter expert for details on the goals.**

Affordability

67% Weighting

Measured: Jan. 1, 2023 - Dec. 31, 2023
Updated: Quarterly
Final data available: January 2024

To share best practices throughout Southern California and to focus on Kaiser Permanente’s goal of providing high quality affordable health care. The 2021 National Agreement between the Alliance of Health Care Unions and Kaiser Permanente established an Affordability and Competitiveness Task Force that aims to ensure the sustainability and prosperity of Kaiser Permanente in all markets by identifying recurring savings and/or revenue capture opportunities equivalent to 1.5% of the Alliance annual payroll costs. In support of the taskforce’s work, effective with the 2023 PSP (paid in 2024), the affordability goal will constitute 67% of the Alliance PSP weighting. **Southern California’s 2023 Savings Target: \$56.4M.**

Attendance

8.25% Weighting

Measured: Pay Period 1-26, 2023
Final data available: Based on year-end results

Medical Center Areas reduce non-protected absences (No LOA) days per FTE from 2022 year end baseline.

Threshold = Maintain 2022 baseline
Target = 5% improvement from 2022 baseline
Stretch = 10% improvement from 2022 baseline

Ambulatory Care Experience

8.25% Weighting

Measured: Jan. 1 - Nov. 30, 2023
Updated: Monthly
Final data available: December 2023

Kaiser Permanente ensures frontline staff interact with members in a helpful and caring way. The Ambulatory Care Experience goal is based on the Ambulatory Satisfaction Questionnaire (ASQ), a patient care experience survey.

Meet BOTH helpfulness and care and concern ASQ questions.*

Helpfulness: Was the receptionist who checked you in helpful? Response: % Definitely yes. **Care and Concern:** Did the nurse or assistant who prepared you for this visit with this doctor or healthcare provider show care and concern towards you? Response: % Definitely yes.

Note of clarification: Care and Concern targets and performance are based on face to face visits only; it excludes video visit responses since most are unassisted, and question is not asked in telephone visits.

Threshold = Helpfulness ≥89.0% AND Care and Concern ≥87.0%
Target = Helpfulness ≥89.5% AND Care and Concern ≥89.0%
Stretch = Helpfulness ≥91.0% AND Care and Concern ≥90.0%

*BOTH measures must meet level targets to be eligible for payout. Payouts based on the highest level BOTH measures meet.

Ambulatory Quality Composite Score

8.25% Weighting

Measured: The M10 2023 (Oct. 2023) report will be used for the incentive. **Updated:** Monthly
Final data available: December 2023

Kaiser Permanente wants to ensure patients receive high quality care throughout the organization. The CSG Ambulatory Quality Composite Score is a summary score representing the quality of care Kaiser Permanente provides to our members as of a point in time.

Threshold = 90.0 or 3.0-pt improvement from baseline M12 2022
Target = 100.0 or 5.0-pt improvement from baseline M12 2022
Stretch = 110.0 or 7.0-pt improvement from baseline M12 2022

Workplace Safety

8.25% Weighting

Measured: Jan 1 - Nov. 30, 2023
Updated: Monthly
Final data available: December 2023

The Workplace Safety goal engages management and labor in building a culture of safety. Quality Investigations utilizing the Comprehensive Incident Reporting and Analysis System (CIRAS): % of investigation with all components completed in the first review.

Threshold = Medical Center Area Quality Score at or above the Regional baseline (75%)
Target = Medical Center Area/Regional Ops Quality Score of 85%
Stretch = Medical Center Area/Regional Ops Quality Score of 90%



ALLIANCE 2023 PSP Goals for INPATIENT CARE STAFF (KFH)

WHAT IS PSP? PSP 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 region meets its operating budget.

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 operating budget financial performance being met and each medical center area’s/regional offices’ attainment of its goals. Individual payouts will be based on the medical center area or regional operations site at which the employee is located for the last pay period of 2023. Alliance members have an alternate payout if Region does not meet its financial gate. **Consult your local subject matter expert for details on the goals.**

Affordability

Measured: Jan. 1, 2023 - Dec. 31, 2023
Updated: Quarterly
Final data available: January 2024

67% Weighting

To share best practices throughout Southern California and to focus on Kaiser Permanente’s goal of providing high quality affordable health care. The 2021 National Agreement between the Alliance of Health Care Unions and Kaiser Permanente established an Affordability and Competitiveness Task Force that aims to ensure the sustainability and prosperity of Kaiser Permanente in all markets by identifying recurring savings and/or revenue capture opportunities equivalent to 1.5% of the Alliance annual payroll costs. In support of the taskforce’s work, effective with the 2023 PSP (paid in 2024), the affordability goal will constitute 67% of the Alliance PSP weighting. **Southern California’s 2023 Savings Target: \$56.4M.**

Attendance

Measured: Pay Period 1-26, 2023
Final data available: Based on year-end results

8.25% Weighting

Medical Center Areas reduce non-protected absences (No LOA) days per FTE from 2022 year end baseline.

Threshold = Maintain 2022 baseline
Target = 5% improvement from 2022 baseline
Stretch = 10% improvement from 2022 baseline

Inpatient Quality

Measured: TBD
Updated: TBD
Final data available: TBD

8.25% Weighting

TBD

Threshold = TBD
Target = TBD
Stretch = TBD

Inpatient Care Experience

Measured: Oct. 1, 2022 - Sep. 30, 2023
Updated: Monthly
Final data available: January 2024

8.25% Weighting

The inpatient service goal is to improve the care experience for members and their families while they are in Kaiser Permanente hospitals. HCAHPS survey data is used to track performance in this area. This year the question will shift to “Would Recommend to your friends and family question.” 8 Hospitals will continue to use HCHAPS Data while 7 Hospitals have now transitioned to Real Time data.

Threshold, Target, and Stretch goals vary and are based on your medical centers 2022 baseline. Learn more on the Kaiser Permanente Southern California PSP Goals and Resources SharePoint Page.

<https://sp-cloud.kp.org/sites/SCALPSPGoalResources/SitePages/Inpatient-Care-Experience.aspx>

Workplace Safety

Measured: Jan 1 - Nov. 30, 2023
Updated: Monthly
Final data available: December 2023

8.25% Weighting

The Workplace Safety goal engages management and labor in building a culture of safety. Quality Investigations utilizing the Comprehensive Incident Reporting and Analysis System (CIRAS): % of investigation with all components completed in the first review.

Threshold = Medical Center Area Quality Score at or above the Regional baseline (75%)
Target = Medical Center Area/Regional Ops Quality Score of 85%
Stretch = Medical Center Area/Regional Ops Quality Score of 90%