

2009 LMP Performance Sharing Program Goals

WHAT IS THE PERFORMANCE SHARING PROGRAM (PSP)?

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

WHO IS ELIGIBLE?

Qualifying LMP union employees in good standing are eligible for a full or partial payout.

HOW DOES IT WORK?

The payout will be based upon the Southern California region's overall financial performance and each medical center area's progress towards the PSP goals. Individual payouts will be based on the medical center area at which the employee is located for the last pay period of 2009 and will be disbursed in the last paycheck in March 2010.

| Focus Area | Goal | Weight |
|--|---|------------|
| Attendance Measurement Period: 2009 Payroll Year (12/15/08 - 12/13/09) (compared to 2008 results) Data released: Monthly | The attendance goal is divided into two parts: (1) Reduce non-protected* sick leave to TBD** days, (2) and reduce non-protected sick leave by 20% from each medical center's 2008 attendance year end score (baseline). *Non-protected sick leave - Short or long-term sick leave not guaranteed by law Protected sick leave - Leave that is guaranteed by law - FMLA, Workers' Compensation, CESLA, etc. | 20% |
| Clinical Goals Controlling High Blood Pressure Measurement Period: Period 5 2009 (11/1/08 - 10/31/09) Data released: Bimonthly Final data available end of Jan. 2010 Successful Opportunities Measurement Period: Patient visits from Nov. 2008 – Sept. 2009 Data released: Bimonthly Final data available Dec. 2009 | <i>Controlling Members' High Blood Pressure</i> Our goal is to be the best health plan in the nation in <u>controlling high blood pressure</u> (less than 140/90), in order to decrease the risk for heart disease, stroke, heart failure, kidney disease, and blindness. Results should be TBD**% for 50% payout and TBD**% for 100% payout. (5%) <i>Successful Opportunities</i> To support early detection, increase our success at screening patients overdue for <u>cervical cancer screening</u> . Results should be TBD**% or higher for 100% payout. (5%) To prevent complications of diabetes, increase our success at testing patients overdue for <u>blood sugar control tests</u> (HgA1c). Results should be TBD**% or higher for 100% payout. (5%) To prevent heart attacks and strokes, increase our success at testing diabetic patients overdue for <u>lipid control tests</u> (LDL-C). Results should be TBD**% or higher for 100% payout. (5%) | 20% |
| Inpatient Care Experience Measurement Period: The average of August, September, and October 2009 discharge survey scores Data released: Monthly Final data available Jan. 2010 (based on Aug. - Oct. scores) | Improve "Overall Rating of Hospital" score from member survey responses (H-CAHPS*). Attain a survey score of 72% (85th percentile) for 100% payout; attain a score halfway between each medical center's previous year end score and the 2009 goal (72%) for 50% payout. NEW! <i>Maternal Child Health (FCC and L&D) departments will have an additional opportunity for success. For 100% payout, the department needs to achieve a score of 69% (75th percentile) and for a 50% payout, achieve a score halfway between the year end baseline for their department and 69%. MCH could qualify whether or not the medical center attains its target. There is, however, only one payout.</i> *Hospital Consumer Assessment of Healthcare Providers and Systems | 20% |
| Outpatient Care Experience Measurement Period: Calendar Year 2009 Data released: Monthly Final data available Jan. 2010 | Receptionist - Helpful and Courteous (10%) and Nurses/Assistants - Helpful, Courteous, Show Care and Concern (10%) Improve patient ratings* to TBD**% on the "receptionist helpful and courteous" and "nurse/assistant helpful, courteous, and show care and concern" questions on our patient satisfaction survey, ASQ (Ambulatory Satisfaction Questionnaire). * "Definitely yes" responses to the questions on ASQ. | 20% |
| Workplace Safety Measurement Period: October 2008 – September 2009 Data released: Quarterly Final data available Oct. 2009 | The medical center's goal for 2009 is based upon its three-year plan to attain a 3.3 injury rate by 2010*. NEW! <i>Environmental Services (EVS) departments will have an additional opportunity for success – to reduce their injuries to a 10.00 injury rate. EVS could qualify for a payout if (1) the department achieves the 10.00 injury rate goal or (2) their medical center reaches its goal. There is, however, only one payout.</i> * Kern County and Regional Offices have a three-year goal of reaching a 1.5 injury rate by 2010. | 20% |

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** TBD (To be determined): Final metrics to be determined during the first quarter of 2009.

PLEASE NOTE: Individual medical center goals will be sent out at the beginning of 2009.