

2008 Performance Sharing Program and Variable Pay Program Goals Southern California

San Diego Medical Center Area

The 2008 Southern California Labor Management Partnership (LMP) Performance Sharing Program (PSP) and Variable Pay Program (VPP) continues the opportunity for a financial reward beyond regular wages to qualifying employees for their meaningful contributions in achieving key goals established by the Southern California LMP Regional Council.

This document provides your medical center area's specific 2008 PSP goals. There are five, each one equaling 20 percent of the maximum PSP payout level: (1) Attendance, (2) Workplace Safety, (3) Clinical, (4) Medical Office Patient Care Experience, and (5) Inpatient Care Experience. An explanation of each measure is found on the back of this announcement.

This year, 100 percent attainment of each goal is tied to each medical center area's achievement. The region's financial performance and each medical center area's achievement of its 2008 PSP goals will help determine the awards. Individual payouts will be based on the medical center area location of the employee at the end of the year.

The table (shown right) displays your medical center area's 2008 goals and attainment levels.

Attendance		Weight – 20%
Total Sick Leave	2007 Baseline	11.64
	Performance YTD (Pay Periods 1-10)	10.95
	100% Payout Goal	9.32
	50% Payout Goal	10.61
Workplace Safety		Weight – 20%
Accepted Claims Rate	2007 PY Baseline	11.05
	Performance PYTD (2008 – Q1)	8.57
	100% Payout Goal	9.11
	50% Payout Goal	N/A
Clinical Goals		Weight – 20%
Part 1—Controlling High Blood Pressure (10%)	Baseline Period 5 (11-06-06 to 10-31-07)	72.4%
	Period 1 (03-01-07 to 02-29-08)	70.8%
	100% Payout Goal	80.0%
	50% Payout Goal	75.2%
Part 2—Missed Opportunities Rate Composite Baseline (10%)	Current YTD Performance	TBD
	100% Payout Goal	57.8%
Medical Office Patient Care Experience (ASQ Survey)		Weight – 20%
Part 1—Helpful/Courteous Receptionist Composite (10%) (% Definitely Yes)	2007 Q3 + Q4 Score	81.2%
	YTD Performance (02-29)	85.4%
	100% Payout Score	86.8%
	50% Payout Score	81.3%
Part 2—Helpful/Courteous RN/Assistant Composite (10%) (% Definitely Yes)	2007 YE Score	77.1%
	Performance YTD (03-08)	82.1%
	100% Payout Score	84.4%
	50% Payout Score	79.9%
Inpatient Care Experience		Weight – 20%
Overall Rating of Hospital from H-CAHPS (75th Percentile = 67.0%)	2007 YE Score (Baseline)	50.2%
	2008 February Discharges	48.5%
	100% Payout Score	67.0%
	50% Payout Score	58.6%

2008 Southern California LMP Performance Sharing Program Goals

Maximum PSP
Payout Value

Attendance

There are two ways for each medical center area to attain a 2008 payout:

- **100% payout:** Each medical center that achieves a 20% reduction from its 2007 baseline—one target based solely on SCK and SCL hours from both Annual and Banked Leave—will receive 100% of its Attendance PSP payout.
- **50% payout:** A fixed goal of 10.61 was established for the region to benefit higher performing medical centers by providing an added opportunity for a payout (11 of 13 medical centers qualify for this opportunity).

20%

Workplace Safety

- The LMP Council agreed to achieve by 2010 a goal of 3.3 accepted Workers' Compensation Claims per 100 full-time equivalent employees (FTE). To achieve this multiyear goal, medical center areas are required to reduce their injury rates from their 2007 baselines by 25% in 2008; an additional 35% in 2009; and an additional 40% in 2010. (This figure is an adjusted rate based on the Bureau of Labor Statistics injury rate for the health care industry). The current rate for Southern California's region is 7.65 claims per 100 FTE.

20%

There are two ways for each medical center to attain a 2008 payout:

- **100% payout:** Medical centers that produce an injury rate reduction of 25% in the difference between their 2007 baseline and the multi-year goal of 3.3 FTE will receive a full payout for this goal.
- **50% payout:** Medical centers that attain or exceed an injury rate 6.56 FTE the region's 2008 injury rate goal and a 25% reduction in the difference between its 2007 baseline and the multi-year goal of 3.3 FTE will receive at least 50% of its available payout.

Clinical Goals

Part 1

Part 1—Controlling High Blood Pressure

10%

- Benchmark: 80.0% (highest-performing Health Plan nationally)
- **Performance Maximum:** 80.0%
- **Performance Minimum:** 75.2%

Part 2—Missed Opportunity Rate Composite

March 2008 visits – September 2008 visits Missed Opportunity Rate Composite for:

- Cervical cancer screening (females ages 21-64),
- Diabetic HgA1c testing (ages 18-75),
- Diabetic LDL-C screening (ages 18-75)
- Performance Target: 57.8% or lower (lower rates are better)

Part 2

10%

Patient Care Experience

Part 1—Medical Office

Part 1

10%

- Helpful Courteous Receptionist composite (from ASQ)
 - Did the receptionist who checked you in for this visit treat you with courtesy?
 - Was the receptionist who checked you in helpful?
- **Performance Maximum:** 86.8% "Definitely Yes" (3Q+4Q '07 highest Area results + 3 percentage points)
- **Performance Minimum:** 81.3% "Definitely Yes" (3Q+4Q '07 Regional results + 1 percentage point)

Part 2—Medical Office

Part 2

10%

- Helpful Courteous Nurse/Assistant composite (from ASQ)
 - Did the nurse or assistant who prepared you for the visit with this doctor or health care provider treat you with courtesy?
 - Was the nurse or assistant who prepared you for the visit with this doctor or health care provider helpful?
 - Did the nurse or assistant who prepared you for this visit with this doctor or health care provider show care and concern towards you?
- **Performance Maximum:** 84.4% "Definitely Yes" (3Q+4Q '07 highest Area results + 3 percentage points)
- **Performance Minimum:** 79.9% "Definitely Yes" (3Q+4Q '07 Regional results + 1 percentage point)

Inpatient Care Experience

20%

H-CAHPS Overall Rating of Hospital (% 9 or 10, all inpatient combined)

- **Performance Maximum** = 67.0% 9 or 10 (CHART 75th percentile score at Dec 2007)
- **Performance Minimum** = 60.7% 9 or 10 (close the gap to the CHART 75th percentile score by 50% using YE 2007 Regional results)