

2016 KP Colorado PSP

	Weight	Threshold	Target	Stretch	ACTUAL
MOST AFFORDABLE					
			Expected Performance		
Denver/Boulder, all members. As reported by Emergency Services and Hospital Operations. Evidence of attempt to call the TMC doctor prior to ED referral in cases where member contacted KP. Manual review of statistically valid sample of 500 ED visits per quarter, Measured 4/1/16 – 12/31/16	10.00%	2nd level triage 45%	2nd level triage 55%	2nd level triage 60%	74%
# of UBT Projects with Cost Savings/Revenue Capture/Workflow efficiencies	20.00%	190+ \$1.5 mil	210+ \$2 mil	220+ \$2.5 mil	233 + \$2.68M
BEST SERVICE					
Likelihood to Recommend (Patient Satisfaction Survey, (Measures Patient's actual interactions))2015 baseline 49.53%, Measurement Period 1/1/16 - 11/15/16	17.50%	49.53%	50.43%	53.69%	48%
BEST QUALITY					
Behavioral Health Quality Composite IET(Alcohol/Drug Initiation), FUH(Follow-up 7 days after MH Hosp Stay), AMM(Anti-depressant Meds), ADD(ADHD Meds), PHQ9((Diagnosis of Depression) Metric Year End 10/31/16	10.00%	0 points	11.25 points	22.5 points	14 points
Number of Active or Completed UBT quality projects focused on the BH Composite, Hedis or quality projects that the department can impact for non-patient facing departments.	20.00%	96	116	136	153
BEST PLACE TO WORK					
Percent of represented employees including all employees designated .3 FTE or above, who complete (equal to or greater than) 3 safety conversations per year, tracked by NUID. (denominator frozen on 3/31/16)	22.50%	30	40	50 + with at least 1 conversation completed by end of Q3.	50.90%