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2016 KP Colorado PSP

	Weight	Threshold	Target	Stretch
MOST AFFORDABLE				
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%
# of UBT Projects with Cost Savings/Revenue Capture/Workflow efficiencies	20.00%	190+ \$1.5 mil	210+ \$2 mil	220+ \$2.5 mil
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%
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
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
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.



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