



UBT Performance Sharing Plan (PSP) and UBT Goals TIP SHEET 2018

Non Clinical/Ancillary Areas

What is the PSP for 2018? The PSP is negotiated every year between the unions and KPCO as part of the National Agreement. It supports the LMP and Unit Based Teams are part of the operating strategy of KP and KPCO to ensure and continue the success of Kaiser Permanente, CPMG and the three unions that represent employees in Colorado-International Union of Operating Engineers Local 1, SEIU Local 105, UFCW Local 7. Below is the PSP for represented employees for 2018.

	Weight	Threshold	Target	Stretch
Most Affordable % of UBTs with qualified* Affordability Projects (maximum payout at TARGET if region has less than 0% operating margin)	25% (#of teams)	16.5% (47)	23.1% (66)	^29% (82)
Best Service % Patient Likelihood to Recommend	25%	53.2%	53.8%	55.2%
Best Quality % of UBTs with qualified* Quality Projects (maximum payout will be at TARGET if region does NOT maintain current performance on CMS 5 Star)	25%	30.6% (87)	42.8% (122)	^54% (153)
Best Place to Work % of UBTs with qualified* Best Place to Work Projects	25%	45.4% (129)	63.6% (181)	79% (224)

What is the criteria for a Qualified Project/Goal?

PSP Goals will be based on what is entered at the **Focus Area** (not Value Compass) in UBT Tracker

For Affordability, Quality and Best Place to Work Goals, make sure that the following is documented in UBT Tracker:

1. Project/goal started and completed between 12/1/2017 and 12/31/2018 at THRESHOLD or above. Project must be in Closed (completed) status on UBT Tracker.
2. Focus Area must be Most Affordable, Best Quality, Patient Safety, Best Place to Work, or Healthy Workforce
3. Minimum of one documented PDSA/test of change in UBT Tracker
4. **Minimum number** of UBTs that have a goal/project documented in these categories is shown above in parentheses
5. Projects aligned to regional and departmental goals agreed to by UBT in partnership

Is there alignment with the goals for management(OIP) and CPMG(MOU)?

We do know that Vice Presidents will require managers of represented staff to include **at least 1 goal to be aligned with a PSP related goal** on their own set of individual performance goals. For UBTs, focus on alignment to regional and departmental goals.

What do you mean by projects aligned to regional and departmental goals agreed to by UBT in partnership?

Review the Colorado Regions 3-1-1 plan – Member Experience, Total Cost of Care, Balanced Portfolio, People and Value. If your UBT goal/project impacts one or more of these areas, you are aligned to regional/departmental goals. If you have attended a service immersion, work/goals connected to Know Me, Respect Me, Guide Me also will meet the alignment criteria http://www.insidekpcoco.net/sites/default/files/groups/Strategy_Management/311_infographics-print_022618_v12.pdf

What are some areas/ideas that will meet Quality project criteria? (Note: any quality project will count toward PSP)

Even if you do not provide direct hands on patient care, everyone in KPCO contributes to the quality of care our patients and members experience. You are improving quality if you are working on a project or goal to improve or reduce in the following areas:

- Safety: improving for employees, members, patients and vendors/suppliers
- Effective: we are meeting or exceeding standards for our specific areas and meeting timelines of external customers and/or contracts.
- Timely: reducing wait and delays-for information, turnaround times, hold times for phones etc.
- Efficient: reducing or eliminating waste in processes or rework etc.
- Equitable: we are culturally aware and sensitive to our members needs

Depending on your area, you may be able to impact and help maintain/improve our Medicare 5 Start Rating indirectly or directly supporting a patient care area. The information below is for you.

Currently there are 3 out of the 10 measures that put us at risk for not being able to maintain our Medicare 5 Star Rating. These are:

1. **Comprehensive Diabetes Care (including Eye Exams and overall management of diabetes)**
2. **Mental Health Illness Hospitalization 7 day follow up**
3. **Osteoporosis Management in women who have had a fracture**

The other Medicare 5 Star measures are: **Breast Cancer Screening, Colorectal Cancer Screening, Adult BMI assessment, Care of Older Adults, Controlling High Blood Pressure, Medication Reconciliation Post Hospital Discharge, Anti Rheumatic Therapy for Rheumatoid Arthritis, and Plan All Cause Readmissions**

For more specific details on Medicare or HEDIS – ask your UBT Consultant for the tip sheet and/or assistance

If you think your UBT wants to work on one of these as a goal and you need more information or need more data to see if it is a problem in your department, please contact Mary.Jo.Strobel@kp.org.

How do UBTs make sure to capture what is needed for an Affordability goal/project?

To be counted for the Affordability PSP goal, the project must be in the **Focus Area** of Most Affordable.

However, any project has the potential to help us be more Affordable to our members. If your UBT has savings on **any** project, our ask is that you **document savings in UBT Tracker in the ROI field**. Both hard dollar and soft dollar savings are included and counted.

If you are stumped on if your goal/project helps with affordability, consider the following:

Has overtime been reduced? Has the amount of time a process or task takes been improved/reduced? Have turnaround times improved?

Your UBT Consultant is a great resource if you are stuck.

What are the opportunities for UBTs to improve in the Best Place to Work or Healthy Workforce?

Make sure that what you enter in UBT Tracker meet the five criteria listed above. Healthy Workforce goals are included and counted as part of Best Place to Work. Best Place to Work goals might be focused on workplace safety/hazard identification, improving communication, team effectiveness and engagement, or improving UBT performance.

Additional Resources:

- UBT Resource Team Website: http://www.kpcolorado.net/ubt_resource_team
- National LMP Website: <https://www.lmpartnership.org/>
 - Tools for teams
 - National Agreement and Contracts
- Colorado UBT Resource Team Email Address: co-ubt-consulting@kp.org

Where do I share my team's success story?

Once you have accomplished your goal, be sure to communicate with your UBT Consultant and Sponsors to be recommended for a Value Compass Award. Connect with a CARE coach to work on submitting a CARE project.