



Human Resource Guidelines/Procedures Manual

P/P TITLE: Quality and Patient Satisfaction Based Incentive Compensation	P/P #: 200.626	PAGE: 1 of 2	Original Date: 11/17/2013 Revised Date: Review: Annually
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Purpose:

In an effort to drive the improvement of quality and overall value of health care to the patients we serve, CHRISTUS Physician Group is instituting a uniform Quality and Patient Satisfaction Based Incentive Compensation Policy for all employed CPG Providers. This incentive is discretionary and strictly related to quality and patient satisfaction, not productivity.

Definitions:

1. **Provider** is defined as a Physician, or an Advanced Practice Professional (APP) practicing and billing independently (work RVU's not attributable to any other Physician's productivity).
2. **Base Compensation** is defined as a base salary for which the Provider is paid on a regular basis and which is not solely dependent upon the Provider's financial performance.
3. **Compensation Limit** is defined as the total compensation including Base Salary, Annual Draw Amount payments, Incentive Compensation, or Productivity Compensation or any other compensation from CPG.
4. **Eligibility Gateways** is defined as the requirements that must be satisfied in order to be eligible for this Quality and Patient Satisfaction Based Incentive. All requirements must be satisfied in order to be eligible.
5. **Performance Thresholds** is defined as the performance level required to achieve the respective goal (Team or Individual). The recognition for achievement for one goal is independent of the performance the other.

Policy:

The Quality and Patient Satisfaction Based Incentive will be distributed annually, at the discretion of CPG Leadership, to those providers who have met the performance thresholds and eligibility gateways outlined below. The initial Quality and Patient Satisfaction Based Incentive is defined as five percent (5%) of Base Compensation and is representative of two goals: individual (2.5%) and team (2.5%).

The QRSC Committee of CPG will forward recommendations to the CPG Board and Compensation Committee on a yearly fiscal year basis for the recommended **incentive-%** of Total Base Compensation for CPG Physicians. It is intended that as the CPG contract portfolio expands in the

P/P TITLE: Quality and Patient Satisfaction Based Incentive Compensation	P/P #: 200.626	Page 2 of 2	Original Date: 11/17/2013 Revised Date: Review: Annually
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number and percent of population management products that the (individual) medical-quality incentive and (team) service-quality incentive will increase as a total percentage (%) of Total Base Compensation.

Performance Thresholds

Performance thresholds are reviewed monthly by the Quality, Risk, Safety & Credentialing Committee (QRSC) and may be adjusted, at any time, within the scope of the most current and approved Quality & Patient Safety Plan.

Individual Goal: A total of ten (10) patient charts will audited each quarter based on the quality metrics selected in the most current and approved Quality & Patient Safety Plan – a total of forty (40) patient charts for the fiscal year. Achievement of the Individual Goal is set at 90% performance, across all metrics, for the fiscal year. Achievement of this goal equates to two and a half percent (2.5%) of Base Compensation.

Team Goal: Annually, a target mean will be set for the overall performance of each individual practice site, as reported by Press Ganey. This mean is representative of the practice’s score across all questions on the Press Ganey Survey. Achievement of the Team Goal is set at the prior year’s mean plus the improvement increment, which is calculated by and based on historical data across all Press Ganey sites. Achievement of this goal equates to two and a half percent (2.5%) of Base Compensation.

Eligibility Gateways

Along with the items listed below, the Provider’s status in the completion of assigned HealthStream courses and the overall financial performance of the clinic will be critical components in determining the funds available for the discretionary Quality and Patient Satisfaction Based Incentive. Any delinquent or incomplete HealthStream assignments will result in a non-payment of the discretionary Quality and Patient Satisfaction Based Incentive. A negative budget variance of $\geq 5\%$ will place the Incentive program at risk of non-payment or partial payment for an individual site of practice, region, or CPG plan as a whole congruent with the location of such variance.

- Quality and Patient Satisfaction Based Incentive Compensation language in the respective Provider Agreement.
- Provider employed for at least six (6) months of the applicable fiscal year.*
- Provider is employed and in good standing at time of payout.**
- Practice operational on Athenahealth for the EMR and Practice Management Systems.

*Note: * Quality and Patient Satisfaction Based Incentives will be prorated for those Providers employed for at least six (6) months but less than the full fiscal year. ** Good standing includes, but is not limited to mean the provider is not on any employee improvement plan, has not had privileges suspended or revoked at any facility where they practice, and patient charting is current within 5 days.*