

<p><b>YOU MAKE US A LEADER IN HEALTH CARE</b></p> <p>We believe Kaiser Permanente has the most dedicated employees in health care. In recognition of your contributions to delivering superior quality, service, and value to our members and patients, we are offering eligible employees the opportunity for a one-time payment in March 2018 over and above regular wages. We thank you for making Kaiser Permanente the best place to receive care and the best place to work in health care.</p>	<p><b>HOW DOES IT WORK?</b></p> <p>For the program to pay out, the region must end 2017 with an operating margin beyond the 2017 operating margin target, which is the amount needed to maintain the financial health of our organization. Then the available dollars are distributed based on whether the threshold or target is met for each goal.</p> <ul style="list-style-type: none"> <li>• Goal thresholds and targets may vary by location and/or entity.</li> <li>• Payment for achieving threshold = available \$ x threshold funding % x goal weight</li> <li>• Payment for achieving target = 100% of available funds x goal weight</li> </ul>
<p><b>HOW IS IT MEASURED?</b></p> <p>Awards for medical centers will be based on local medical center performance and department performance for CLS/MLT as defined in the goals.</p>	<p><b>QUESTIONS?</b></p> <p>For information about your eligibility, potential award payments, or other questions, contact your manager or local HR Department, or go to the My HR website.</p>

**2017 GOALS**

<b>Service: Outpatient</b>		
<b>Description</b>	Improve or maintain MPS performance on "Staff Courtesy & Helpfulness", based on last year's achievement.	<b>20%</b>
<b>Measurement Period</b>	Calendar year 2017 compared to 2016 results	
<b>Threshold</b>	Facilities in the bottom two tiers: Maintain 2016 score. Top tier: Stay in top third, even if score is not maintained.	
<b>Target</b>	Facilities in the bottom two tiers: Improve by 0.5 points. Top tier: Maintain or improve 2016 score Regional offices would be linked to the average medical center results.	
<b>Service: Inpatient Care Experience</b>		
<b>Description</b>	Improve HCAHPS score on "Overall Rate Hospital" (Achieve more 9 or 10 scores) or improve the Summary Star Rating. Payout will be determined by the best performance on either "Overall Rate Hospital" score or Summary Star Rating score.	<b>10%</b>
<b>Measurement Period</b>	October 1, 2016, through September 30, 2017 (rolling average)	
<b>Threshold</b>	Based on individual facility metrics for both	
<b>Target</b>	Based on individual facility metrics for both	
<b>Quality: Improve laboratory proficiency testing performance and compliance in NCAL</b>		
<b>Description</b>	All CLS/MLTs at each location to complete NCAL Kaiser Permanente Proficiency Testing training course and review NCAL Proficiency Testing Policy for Testing Personnel	<b>10%</b>
<b>Measurement Period</b>	Calendar year 2017	
<b>Threshold</b>	98% of all CLS/MLTs at the location complete the training course and review the policy by September 30, 2017	
<b>Target</b>	100% of all CLS/MLTs at the location complete training course and review the policy by December 31, 2017 Results are calculated by entity by location, and follows the same employee exclusions as calculated for other compliance training	
<b>Service: Attendance</b>		
<b>Description</b>	Achieve 6.5 sick days per PFTE*. Measured for Clinical Lab Scientist/Medical Lab Technician at each Medical Center Laboratory and the Regional Laboratories only.	<b>30%</b>
<b>Measurement Period</b>	Calendar year 2017	
<b>Target</b>	Achieve 6.5 sick days per PFTE *PFTE = Productive Full Time Equivalent = Regular Work hours + Overtime hours. Excludes other paid time such as jury duty, vacation, protected time, etc.	
<b>Threshold</b>		
<b>Wellness: Flu Vaccination</b>		
<b>Description</b>	Increase flu vaccination rate among employees – Measured for Clinical Lab Scientists and Medical Lab Technicians only	<b>10%</b>
<b>Measurement Period</b>	August 1, 2017, through December 31, 2017. Source: Data Flu Reports. Threshold funding starts at 50%	
<b>Threshold</b>	75% vaccination rate: Medical Center Laboratory and Regional Lab locations metric	
<b>Target</b>	85% vaccination rate: Medical Center Laboratory and Regional Lab locations metric	
<b>Workplace Safety: Process Goal for PSP</b>		
<b>Description</b>	Every department with 2016 People Pulse results and at least one partner union represented employee creates/updates and implements a departmental Action Plan to address the risk of employee injury and the 2016 WPS Index People Pulse results	<b>20%</b>
<b>Measurement Period</b>	Action Plan must be documented in SharePoint site and available for review by April 30, 2017; Approved by local ISC/IWSPSC and initiated by department by June 30, 2017; Final review completed and marked closed by November 30, 2017. Calculated by entity by location. Threshold funding starts at 50%	
<b>Threshold</b>	80% of departments with People Pulse results create and implement all stated elements of the plan	
<b>Target</b>	90% of departments with People Pulse results create and implement all stated elements of the plan	