

NEMG COMMUNITY PERFORMANCE INCENTIVE PLAN (PIP)

FISCAL YEAR 2019 GOALS

Northeast Medical Group (NEMG) is pleased to announce its [Community Performance Incentive Plan \(PIP\)](#) for fiscal year 2019. We have made some exciting new changes to the categories as we continue to focus on improving the patient experience of care including quality and satisfaction and improving the health of populations.

The Community PIP plan will work the same way, with employees asked to meet collective tiered goals and, if they achieve these goals, will receive a financial reward. To the degree employees meet these goals, determines the size of the reward. The maximum target exceeds expectations, target meets the goal and threshold is acceptable, but falls short of target.

Eligibility requirements for the Community PIP financial reward remain the same. [Staff must be employed by NEMG as a community-based employee at the time of payout; and must be:](#)

- In an eligible position on the last day of the fiscal year;
- Actively employed or on an approved leave of absence on the actual date of any award payment;
- Have worked at least 1,000 hours; and
- Not participating in any other incentive, bonus or quality plan/program.
 - Please note, physicians will follow their individual compensation plans and are not eligible for PIP.

NEMG employees that are identified as hospital-based will receive NEMG hospital-based PIP (BH, GH or YNHH). NEMG employees that are identified as health system, will receive NEMG health system (HSC) PIP. For information concerning NEMG hospital-based or health system PIP, please contact Madeline Martinez at 203.200.3424.

For questions clarifying if you are in the community or hospital-based practice in NEMG, feel free to contact your manager.

Once again, eligible employees can earn up to a 3 percent Community PIP payout at the end of the year if all NEMG community goals are met. The 2019 Community PIP program began Oct. 1, 2018 and runs through Sept. 30, 2019. Payout is based on hours and earnings between Sept. 30, 2018 and Sept. 28, 2019.

NEMG Community Managers have an Employee Engagement Index goal, which is based on the manager's ability to influence engagement and inspire discretionary effort as reflected in the Employee Engagement Index score from the 2019 Employee Engagement Survey. The manager will have a max payout of 4 percent.

The four areas of performance in the Community PIP program are: Safety & Quality, Patient Experience, Employee Engagement, and Financial Performance. Each performance area receives an equal weight of 25 percent.

Safety & Quality (25%)

- **NEW! NEMG PCP Patients** – This is a measure to increase the percentage of NEMG primary care patients within YNHHS self-insured population (covered employees and their dependents) that receive an age appropriate annual physical examination to promote wellness. **(Target = 65%)**

Patient Experience (25%)

- **NEW! Press Ganey “ease of scheduling appointments”** - With patient access a strong focus area, we will look to improve our appointment scheduling with convenient online scheduling or by calling the practice to increase patient satisfaction. **(Target = 94.25%)**

Employee Engagement (25%)

- **Employee Engagement survey participation 12.5% (Staff)** – Employees will again have the opportunity to share their opinions in the Employee Engagement Survey. The purpose of the survey is to measure the level of employee engagement with assessed factors involving a variety of areas such as pay and benefits, job role, training and development opportunities, work environment, and more. **(Target = 84.4%)**
- **Employee Engagement index 12.5% (Managers)** – The employee engagement index measures employees’ engagement with their jobs or day-to-day work. It is based on survey questions that assess factors such as the effort and enthusiasm they put into their daily activities. Managers are the most influential in employee engagement, and we are committed to improving the workplace. **(Target = 4.14)**
- **Know Your Numbers (KYN) health screening participation 12.5%** – Know Your Numbers Plus, the employee wellness program that helps employees heighten their health awareness and earn credit toward the cost of their medical benefits, will again return in 2019. **(Target = 91%)**

Financial Performance (25%)

- **NEW! Clinical Continuity** – Increase percentage of documentation referral in Epic for NEMG patients. **(Target = 92%)**

Please review the attached chart that reflects the categories, measures and targets set for FY2019. As a final note, please look for announcements and your invitation to participate in the annual Employee Engagement Survey in the coming months.

We look forward to working together to be the number one medical group in providing high value healthcare!

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