

MEMORANDUM

Date: November 20, 2018

To: NEMG Community Staff Employees

From: Prathibha Varkey, MBBS, MPH, MHPE, MBA
President and CEO, NEMG

Peter Logue, FACHE
NEMG Vice President-Operations

Madeline Martinez, SPHR, SHRM-SCP
Sr. HR Manager, NEMG

Re: FY2018 NEMG Community Performance Incentive Plan (PIP)






Dear Colleagues,

Our FY2018 NEMG Community Performance Incentive Plan (PIP) objectives presented us with some exciting new challenges. New measures were introduced specifically in the areas of Safety & Quality, Employee Engagement and Financial Performance. Many of the new objectives did not have historical data, which required a greater call to action to establish appropriate benchmarks and achieve goals. The bar was set high in our commitment to becoming a high-performing medical group.

Through our drive for excellence and commitment to achieving our objectives, we successfully met Max goals in the areas of Patient Experience (25%), Know Your Numbers Plus Participation (12.5%) and Financial Performance (25%). We reached slightly above our Target goal in the area of Safety & Quality (20.48%) but unfortunately were unable to sustain our Employee Engagement Participation goals. (Manager Index goals were not used due to the change in vendor.) Based on the scores, the NEMG Community Staff payout will be 2.49% percent of your salary. The NEMG Community Manager payout will be 3.32% percent. A direct deposit will be made to your bank account (separate from your regular paycheck) on December 6, 2018. Your PIP payment calculation is based on your total wages earned from October 1, 2017 to September 30, 2018.

As a reminder, in order to be eligible for a PIP award, you 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 fiscal year 2018 (9/30/18);
- Actively employed or on an approved leave of absence on the actual date of any award payment;
- Have worked at least 1,000 hours in the fiscal year; and
- Not participating in any other incentive, bonus or quality plan/program, such as QVS or other productivity bonuses.

	Performance Level			Results	Result Key	Actual Weight
	Threshold	Target	Max			
Objective and Weight - Safety & Quality (25%)	50%	75%	100%			
Increase the percentage of primary care patients over age 65 years old that receive a comprehensive preventive visit or Annual Wellness Visit to improve patient care	65% (+381 patients per month)	70% (+857 patients per month)	75% (+1332 patients per month)	71.38%		20.48%
Objective and Weight - Patient Experience (25%)						
Increase the likelihood to recommend score in Community Physician practices to meet patient expectations	96.30%	96.34%	96.38%	96.70%		25.00%
Objective and Weight - Employee Engagement** (25%)						
Employee engagement survey participation-Staff (12.5%)	85.7%	86.7%	87.7%	83.43%		0.00%
Improve employee engagement index-Managers*	5.14%	5.19%	5.26%	N/A	N/A	0.00%
Know Your Numbers Plus Participation (12.5%)	90%	91.0%	93.0%	93%		12.50%
Objective and Weight - Financial Performance (25%)						
Improve Clinical Continuity for NEMG patients by capturing accurate referral data in Epic	15.0%	25.0%	45.0%	53.0%		25.00%
Employee Engagement					TOTAL	83%

*New engagement index for managers for FY18 - not applicable due to change in EES partner

Employees 83% x 3% = **2.49% Staff PIP Payment**
Managers 83% x 4% = **3.32% Manager PIP Payment**

KEY: Blue Circle: Max; Green Circle: Target; Yellow Circle: Threshold; Red: Below Threshold

Should you have any questions regarding the NEMG Community PIP program, please feel free to contact Madeline Martinez at Madeline.Martinez@ynhh.org or by calling 203.200.3424.

With our strong values and shared determination to achieve excellence in areas where we need to improve, we will continue our PIP program, linking a financial reward for achieving performance objectives. Look for the FY2019 Community PIP Goals in an upcoming communication.

Thank you for your contribution and commitment to patient-centered care and value-based services!