



Coalition Performance Sharing Program

PLAN YEARS 2024 – 2027

The Performance Sharing Program (PSP) is part of the 2023 Coalition National Agreement negotiated between Kaiser Permanente and the Coalition of Kaiser Permanente Unions. The program provides a way, through partnership, to continue the transformation of Kaiser Permanente to a high-performing organization by meeting mutually agreed goals and to share that success with employees covered by this agreement.

Use this fact sheet to understand what's new about the Performance Sharing Program, including goals and metrics, payout structure, and eligibility for bonuses.



GOALS AND METRICS

Overall PSP goals and performance improvement metrics are jointly set for the entire 4 years of the national agreement, which ends September 30, 2027.

- » **Attendance:** The attendance improvement metrics include all absences except vacation, ETO/PTO, legally protected leaves, unprotected educational leave, unprotected military leave, flexible personal days/life balance days and unprotected union leave. Performance period: pay periods 1 through 26.
- » **Controlling high blood pressure:** The percentage of Kaiser Permanente members, 18 to 85 years of age of the 4 largest racial/ethnic populations, who had a diagnosis of hypertension and whose blood pressure was adequately controlled (<140/90), according to the HEDIS data set “Controlling High Blood Pressure.” Performance period: 12 months ending September 30.
- » **HCAHPS – Likelihood to Recommend¹:** Top box performance for the question “Would you recommend this hospital to your friends and family?” Performance period: Q4 to Q3.
- » **CAHPS – Meteor Care Experience²:** The average percent of members who answered “Usually” or “Always” to the 2 Customer Service items around “being treated with courtesy and respect” and “provided the help and information needed.” Performance period: Annual (2Q + 4Q) scores.
- » **Flu vaccination rate:** Percent of Kaiser Permanente members, older than 6 months of age without a medical history exclusion, with a record of receiving flu vaccines via Kaiser Permanente, outside pharmacy or medical claims, Care Everywhere data, or patient reported. Performance period between August and December.

What's changed?

- » No more annual negotiation of regional metrics.
- » Goals achievement is measured region-wide only, with no more facility-based payouts.
- » Achievement is yes/no; no more “threshold/stretch” goals.
- » Regional attendance plans are no longer part of the goal achievement.

CONTINUES ON THE NEXT PAGE 



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PAYOUT STRUCTURE

Starting in 2024, the new PSP agreement ensures Coalition-represented workers are rewarded when they meet mutually agreed-upon goals. Overall financial performance in the markets impact the payout rates for meeting performance goals. Coalition-represented employees can maximize their opportunity to achieve the highest possible payout by working on affordability projects with their unit-based teams.

Goal	Goal Improvement	Market Operating Margin Threshold Not Met	Market Operating Margin Threshold Met	Enhanced Operating Margin Threshold ³	
 Quality	Controlling High Blood Pressure	Achieve 2% improvement year over year. For markets who are at or above the 90th percentile, maintain performance.	\$300	\$700	\$950.00 If all conditions of Enhanced Operating Margin Threshold ³ are met
	Member Flu Vaccination Rate	Achieve 1.5% improvement year over year.	\$300	\$700	
 Service	HCAHPS: Likelihood to Recommend ¹	Achieve 1% improvement year over year. For markets who are at or above the 90th percentile, maintain performance.	\$300	\$700	
	CAHPS: Meteor Care Experience ²	Achieve 2% improvement year over year. For markets who are at or above 90th percentile, maintain performance.			
	Regional Attendance	Achieve 2% improvement year over year.	\$300	\$700	
Maximum Payout Amounts		\$1,200	\$2,800	\$3,750	
If Health Plan/Hospitals' Operating Margin is less than -2%, the PSP will pay out at \$150 for each goal (up to \$600)					

What's changed? A minimum payout is guaranteed if performance goals are met.



ELIGIBILITY

- » To receive payment, employees must be active in a Coalition union-represented job on December 31.
- » 1,800 or more hours is considered full-time for the purpose of PSP payouts.
- » Employees with less than 1,800 hours during the plan year will receive pro-rated payouts.
- » Transfer to a job or region not covered under this agreement will transfer existing hours/earnings to the new plan.

1. Service goal is equally split between HCAHPS and CAHPS for hospital regions (NCAL, SCAL, NW, HI).
2. For non-hospital regions (CO, MAS, KPWA), only the CAHPS goal applies.
3. Enhanced Operating Margin Threshold requires achievement of all the following conditions: a) Health Plan/Hospitals' Operating Margin of 2.5% is achieved; b) Market exceeds Market Operating Margin Threshold by 0.75% or more; and c) Where Market Operating Margin Threshold is negative, Market achieves a deficit of less than 50% of the threshold.

