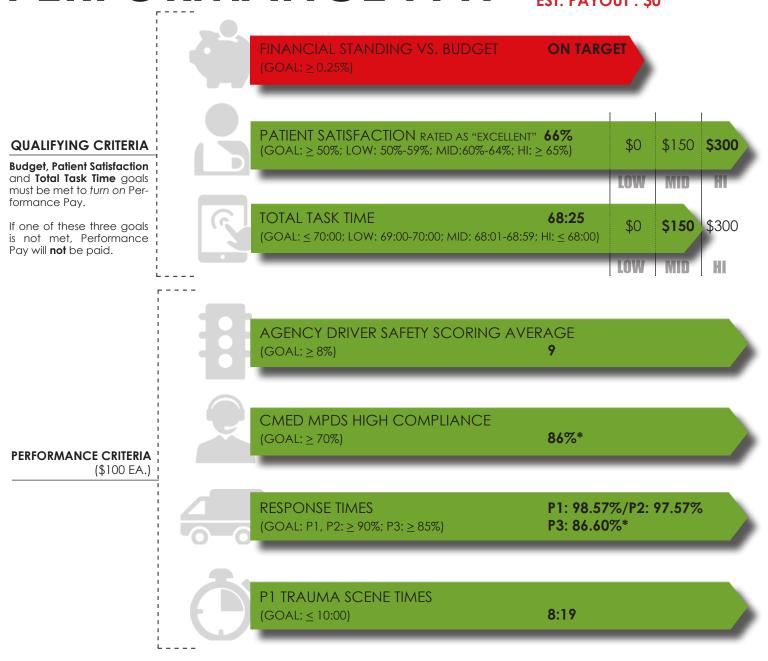
## PERFORMANCE PAY

PERIOD 1 (7/1/20 - 10/31/20) WEEKLY RESULTS THRU' 2/21/20 EST. PAYOUT : \$0



The latest Performance Pay Tracking Period began on July 1. We are striving to meet the Patient Satisfaction goal of  $a \ge 50\%$  rating (experience as "Excellent"). In order to create a comfortable margin of performance, while continuing to improve the patient experience, we would like to share some feedback from recent patient focus groups.

The two areas that patients value the most are:

## 1. Communication from the treating crew:

- "Explain treatment options and procedures"
- "Provide reassurance and compassionate communication with the patient"

## 2. Setting clear expectations:

- "Set transport length expectation"
- "Set a triage level expectation before arriving at the hospital"