

# PERFORMANCE PAY

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

## QUALIFYING CRITERIA

**Budget, Patient Satisfaction** and **Total Task Time** goals must be met to *turn on* Performance Pay.

If one of these three goals is not met, Performance Pay will **not** be paid.



FINANCIAL STANDING VS. BUDGET

(GOAL:  $\geq 0.25\%$ )

**ON TARGET**



PATIENT SATISFACTION RATED AS "EXCELLENT" **66%**

(GOAL:  $\geq 50\%$ ; LOW: 50%-59%; MID: 60%-64%; HI:  $\geq 65\%$ )

\$0 \$150 \$300

LOW MID HI



TOTAL TASK TIME

**68:25**

(GOAL:  $\leq 70:00$ ; LOW: 69:00-70:00; MID: 68:01-68:59; HI:  $\leq 68:00$ )

\$0 \$150 \$300

LOW MID HI

## PERFORMANCE CRITERIA

(\$100 EA.)



AGENCY DRIVER SAFETY SCORING AVERAGE

(GOAL:  $\geq 8\%$ )

**9**



CMED MPDS HIGH COMPLIANCE

(GOAL:  $\geq 70\%$ )

**86%\***



RESPONSE TIMES

(GOAL: P1, P2:  $\geq 90\%$ ; P3:  $\geq 85\%$ )

**P1: 98.57%/P2: 97.57%**

**P3: 86.60%\***



P1 TRAUMA SCENE TIMES

(GOAL:  $\leq 10:00$ )

**8:19**

The latest Performance Pay Tracking Period began on July 1. We are striving to meet the Patient Satisfaction goal of a  $\geq 50\%$  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"