

Message from the CEO: Patient Experience Bonus



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President & CEO

Whenever someone asks me what our most important priority is here at CaroMont Health, it is no surprise that my answer is always the same: *caring for patients*. It's the reason we invest in technology and work to expand our clinical programs, and it's the reason we employ more than 4,000 healthcare professionals committed to putting care first.

While our medical expertise is one of the main reasons patients choose us, it is the experience they have in our hospital, clinics and outpatient facilities that really drives their trust in CaroMont Health. To a patient and their family, every interaction matters and can often be the difference between a good experience and an excellent one. If we wish to achieve our vision – to be our community's most trusted healthcare partner – every one of us must help provide the best experience possible to every patient, every time.

With that in mind, I am pleased to announce a new bonus program aimed at rewarding the hard work being done to support the patient experience. **Over the next six months (January 28 through June 30, 2020), any department that improves its patient experience scores on the "Likelihood to Recommend" question will earn a bonus for eligible full-time and part-time employees in that department – \$500 for full-time employees and \$250 for part-time employees.**

Patient experience and service excellence is already something that holds heavy focus for all of us, so I am confident that by working together and holding each other accountable to our CARES Values, we can and will be successful in reaching this goal.

WHAT IS THE BONUS?

- The bonus applies to the "Likelihood to Recommend" question on the Patient Satisfaction survey and is determined by improvement during the second part of the fiscal year (January 1, 2020 to June 30, 2020) as compared to the first half of the fiscal year (July 1, 2019 to December 31, 2019).
- All eligible full-time employees whose department meets threshold improvement will receive \$500.
- All eligible part-time employees whose department meets threshold improvement will receive \$250.

WHO IS ELIGIBLE?

- The bonus applies only to full-time and part-time employees; PRN and relief employees are not eligible.
- Anyone receiving the bonus must be employed in a qualifying position on January 6, 2020 and must remain employed through the time the bonus is paid.
- If a PRN, Relief or Temporary employee moved into a full-time or part-time position prior to January 6, 2020, they are eligible for the bonus.
- If an employee transfers to another department, they will be eligible for the bonus in the department where they work when the bonus is paid.
- Employees who leave the organization before June 30, 2020 and those who leave and return before June 30, 2020 will not be eligible for the bonus.

WHAT IS MY DEPARTMENT'S GOAL FOR THE BONUS?

- Departments with direct patient experience numbers will be evaluated using the department's "Likelihood to Recommend" goal and the department's improvement from January to June 2020.
- Departments without direct patient experience numbers (ex. Human Resources, IT) will be evaluated using the corporate "Likelihood to Recommend" goal and improvement at the health system level.
- Departments that serve only one CaroMont Health entity (ex. Hospital) will be evaluated based upon that entity's "Likelihood to Recommend" target (ex. Environmental Services, Food & Nutrition Services).
- Departments that are too small to have a statistically significant survey will roll up to the primary CaroMont Health entity they serve. If a department has broad organizational duties, their bonus will roll up to the corporate/health system level.

The bonus will be paid no later than September 3, 2020, to departments that show improvement on the "Likelihood to Recommend" patient experience goal.

Department directors will have more information about the specifics of the program and their department's patient experience goal. Please reach out to your director for additional information.