

From: Lincoln Mendez [<mailto:LincolnM@baptisthealth.net>]
Sent: Friday, October 04, 2019 2:49 PM
To: _BRRH Everyone
Subject: INTEGRATION UPDATE: Exciting Compensation Announcements
Importance: High



Dear Staff,

We have exciting news regarding several compensation announcements that will be rolling out to Boca Regional and BocaCare employees:

- Minimum Wage Increase
- Quarterly Team Bonus for all Staff-level Employees

Minimum Wage Increase

The wellbeing and engagement of our employees is vitally important to our culture and success as an organization. We know that when we take care of our employees, respect and recognize them, they in turn will provide excellent service and compassionate care to our patients and the communities we serve.

Currently, the Federal minimum wage is \$7.25/hour and the state of Florida minimum wage is \$8.46/hour. The cost-of-living has continued to be on the rise in South Florida and we want to provide a “living wage” to our employees. As a result, we are pleased to announce that we are increasing the minimum wage at Boca Regional and BocaCare to \$12.00/hour for all full time and part time employees.

In addition, anyone that makes between \$12.00 and \$13.50/hour will get an increase accordingly as well. Please see the chart below for specific details. The increases will go into effect October 27, 2019 and be reflected in the November 15, 2019 paycheck.

Current Salary Range (Full Time & Part Time)	New Adjusted Salary Increase
Employees that make less than \$12.00/hour	The greater of 3% or bringing their salary up to \$12.00/hour

Employees that make \$12.00 to \$12.99/hour	3% increase
Employees that make \$13.00 to \$13.50/hour	2.5% increase

Leaders will soon receive salary information for all affected employees. At that point, they will share the effective new rates with their respective staff.

Quarterly Team Bonus for all Staff-level Employees

The rise of consumerism in healthcare—meeting and exceeding patient expectations—is a top imperative for all healthcare organizations, including Baptist Health. Patients, now more than ever, are demanding greater involvement in their care, easy access to a variety of care options, and improved transparency of costs. Every employee plays a part and can make a difference, whether you are interacting with a patient directly, or helping support someone that is. In an effort to engage employees and incentivize you for your efforts in providing exceptional service, we are rolling out Baptist Health’s System-wide Quarterly Team Bonus program to all Boca Regional and BocaCare staff* (excluding supervisors and above), starting October 1, 2019, with the start of Fiscal Year 2020. Staff will have an opportunity to earn up to \$300 per quarter, up to \$1,200 annually. This new Quarterly Team Bonus plan will be replacing the prior Employee Incentive plan. Again, this new Team Bonus program will become effective October 1, 2019 with the first payout anticipated in March 2020, should we meet the metrics below.

Using Press Ganey Patient Satisfaction scores, Baptist Health measures each entity’s success by the improvement and sustainability of our consumers and patients expectations. We think accomplishing this is best done by understanding what percent of our patients rate us VERY GOOD. All patient satisfaction data will be measured using the percentage of “Very Good” responses, also known as Top Box scores.

The patient experience is the total experience from the moment a patient enters one of our entities to the moment they leave. Our patients do not measure us by how specific departments and roles perform, instead they measure us by how we made them feel throughout their entire visit. With this in mind, our weighting across departments (within each entity) will be all equal - meaning everyone and every department is important in how we make an impact on our patients. Each quarter, each entity will have an overall rollup score based on its percent of “Very Goods” that will be used to determine the team bonus payments. To receive the highest bonus amount (\$300), an entity (location/division) will need to have a rollup score of 82% Very Goods or higher. Employees can earn up to \$1,200 per year in Team Bonus payouts.

% VERY GOOD RANGE	QUARTERLY TEAM BONUS AMOUNT
82+ % Very Good	\$300
79.0-81.9+ % Very Good	\$200
75.0%-78.9% Very Good	\$100
72.0%-74.9% Very Good	\$50
<72% Very Good	\$0

WHAT YOU NEED TO KNOW:

Incentive Metric

The metric used for team bonus is derived from each entity's Press Ganey patient satisfaction quarterly results of their % of "Very Goods".

Understanding the Top Box Metric

Monitoring the percentage of responses that reflect the highest possible rating is called "top box analysis." On the Press Ganey Survey, "Very Good" represents the highest rating or the "Top Box" on the rating scale.

When will this new Quarterly Team Bonus program begin?

This new Team Bonus program is being implemented for Fiscal Year 2020, which begins October 1, 2019. Once the first quarter of Fiscal Year 2020 concludes (in late December), Patient Satisfaction scores will be tabulated and calculated. Team Bonus payouts for that quarter are likely to be paid out in March 2020. The cycle will continue on a quarterly basis with the second quarter closing out in late March, with an expected payout in June 2020, and so on.

Questions?

Please reach out to your leader if you have any questions about the Baptist Health's System-wide Quarterly Team Bonus plan.

***ELIGIBILITY FOR TEAM BONUS**

Non-leadership employees (which excludes supervisors and above) with a minimum performance rating of "Consistently Meets Requirements" are eligible to participate in the Team Bonus Plan quarterly payout if they:

- *Worked at least 280 hours in a quarter with seven pay periods or 240 hours in a quarter with six pay periods. The dates for the quarter are based on the pay periods that fall within that quarter.*
- *Are in good standing throughout the performance period for which the bonus is being paid. Must achieve "Consistently Meets Requirements" or above performance rating and not have any Progressive Discipline, Written/Final Written Warning or above.*
- *Do not participate in any other incentive plan.*

- Are employed by Baptist Health South Florida (BHSF) at the time of payout.



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