

ELEMENTS OF ANNUAL INCENTIVE PLAN, 12/3/15

Eligibility: NUHW-represented employees must have worked at least one thousand (1,000) hours for the Hospital in the fiscal year.

Annual Incentive Payout (AIP) Opportunity: Target = 1.5%, Minimum = 50% of Target; Maximum = 150% of Target

Finance Trigger: 80% of Finance Target. If Finance Trigger is met, then organization is eligible for the Annual Incentive Plan. If Finance trigger is not met; then payout is 0% regardless of performance of other pillars.

FY16 Metrics: Each of the following three categories will be weighted equally:

1. Attendance:

Reduction in hours associated with unexcused absences for bargaining unit over prior year.
Baseline: 25,000 hours of unexcused absences (i.e. not LOA) for NUHW-represented employees for the last twelve months (November 2014 to November 2015).
There are currently 556 benefited NUHW-represented employees.
Average annual hours of unexcused absence = 45 hours per person

Minimum: 7.5% improvement = avg 41.6 hours pp = 23,125
Target: 10% improvement = avg 40.5 hours pp = 22,500
Maximum: 15% improvement = avg 38.2 hours pp = 21,250

2. Workplace Safety:

- (a) 100% timely compliance with flu vaccine protocol
- (b) 100% timely compliance with annual health assessments
- (c) 100% of injury reports filed within three days of accident
- (d) 100% timely completion of annual Rapid Regs education

3. Patient Satisfaction (Measured as Top Box score):

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| (a) Quiet at Night | Baseline is 46.2 Min=48.7 Target=51.6 Max=57 |
| (b) Responsiveness of Staff | Baseline is 61.3 Min=62.5 Target=63.6 Max=65 |
| (c) Cleanliness of the Hospital | Baseline is 71.3 Min=73.5 Target=75.4 Max=77 |