

PERFORMANCE SHARING PROGRAM

Huddle Messages



Great Service Every Time, Everywhere

Use these huddle messages to help your team meet service goals for the Performance Sharing Program (PSP). The PSP is part of the national agreements negotiated between Kaiser Permanente and the Partnership unions.



Exceed Members' Expectations

Health care is changing. Teams made up of workers, managers and doctors are coming up with new ways to deliver care that's easy, personal and respectful. Providing great service helps us meet PSP goals.

Coalition service goals are set by labor and management. They are KP-wide and run from 2024 to 2027:

- » HCAHPS — Likelihood to recommend¹
- » CAHPS — Meteor care experience²

Use the [Coalition PSP Goals and Metrics Slideshow](#) to help your team know what's expected of them.

Alliance PSP service goals are set by labor and management in each market.

Customize this [PSP service goal poster template](#) for your team. Share it at huddles and meetings.



IMPROVE SERVICE: LISTEN TO PATIENT VOICES

- » Ask patients what they need. Take their feedback to heart. This [poster](#) shows you how. Post it on bulletin boards, in break rooms and other staff areas.
- » View the care experience through the eyes of patients. [Get tips](#). Discuss how to apply them with your team.
- » Visit [LMPartnership.org](#) to find more PSP tools and resources.



Words Have Power

[AIDET](#) is a quick, effective way to connect with others. Here's how it works:

- » **Acknowledge** the person with eye contact and a smile
- » **Introduce** yourself
- » Share the **Duration** of what to expect
- » **Explain** what you're doing and why
- » **Thank** the person

It's a simple way to build trust and ease anxiety. Try it today!



Address Concerns With A-HEART

Great service recovery starts with [A-HEART](#). Here's how:

- » **Apologize** for the experience
- » **Hear** what the person is saying
- » **Empathize** with the person's feelings
- » **Ask** how you can help
- » **Resolve** the issue if you can
- » **Thank** the person

Use this tool in all care settings.

¹ Service goal is split between HCAHPS and CAHPS in Hawaii, Northern California, Northwest and Southern California.

² Only CAHPS goal applies to Colorado, Mid-Atlantic States and Washington.