

# PERFORMANCE SHARING PROGRAM

## Huddle Messages



## Ready, Set, Goals

Use these huddle messages to help your team meet goals for the Performance Sharing Program (PSP).



### Get Ready: Start with the Basics.

The PSP is part of the national agreements negotiated between Kaiser Permanente and the Partnership unions. Ensure your teams are aware of their PSP goals.

**The Coalition's** PSP goals — set by management and labor — are KP-wide and run from 2024 to 2027. They are:

- » Attendance
- » Controlling high blood pressure
- » HCAHPS — Likelihood to recommend<sup>1</sup>
- » CAHPS — Meteor care experience<sup>2</sup>
- » Flu vaccination rate

Use the [Coalition PSP fact sheet](#) to communicate these goals.

**The Alliance's** PSP goals are set by management and labor in each market. They are:

- » Affordability
- » Attendance
- » Quality
- » Service
- » Workplace safety

Use the [PSP affordability goal template](#) to highlight the top goal.



### Get Set: Own the Goals.

Help your team meet PSP goals and metrics. Show the value of unit-based teams — improve care, help KP succeed, and get rewarded for it. This is a win for everybody.



### Go: Lead the Way.

You've got the goals and the know-how — now rally your team. Launch UBT projects that drive results. Deadlines are coming fast. Every step takes us closer to our goals and payouts.



### PRO TIP

Visit [www.LMPartnership.org](http://www.LMPartnership.org) to find PSP tools and resources:

- » [Coalition how-to guide](#)
- » [Alliance how-to guide](#)

<sup>1</sup> Service goal is split between HCAHPS and CAHPS in Hawaii, Northern California, Northwest and Southern California.  
<sup>2</sup> Only CAHPS goal applies to Colorado, Mid-Atlantic States and Washington.