



# Creating Competitive Provider Compensation Plans: Experience from Health Centers

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# Provider Compensation Plan

1. Competitive Salary / Benefits
2. Continuing Education Plan
3. Provider Incentive Program – up to 9%
4. Eagle Excellence Program



# CWH Salary and Compensation Philosophy

The salary and compensation philosophy of CommWell Health is to pay competitive rates within the Federally Qualified Health Center and Ambulatory Care market. At CommWell Health colleagues are our greatest asset and CommWell Health is dedicated to valuing the strengths and abilities of each colleague. CommWell Health strives to recruit and retain the best qualified staff possible.



# Provider Compensation Plan: *#1 Competitive Salary/Benefits*

- Participate in Salary/Benefit Surveys
- Comparative data for “like” organizations
- Market Competitive



# Provider Compensation Plan: *#2 Continuing Education*

- Participate in Surveys
- Offering CME
  - Up to \$2,500 annual allotment
  - Up to 5 days off



# Provider Compensation Plan:

## *#3 Provider Incentive – Up to 9 %*

- Provider Incentive Plan - Medical
  - Three Components
    - 1. Culture** (*people*)
      - Patient Experience (2%)
    - 2. Quality** (*systems*)
      - Quality KPI's (Patient Clinical Outcomes) (5%)
    - 3. Finance** (*Resources*)
      - Productivity (2%)
- Priorities differ based on service line
  - Medical – Quality incentive payments
  - Dental – Encounters (No Quality Incentive payments)



# Provider Incentive Plan: *Culture (People) – up to 2%*

- Culture (*People*) – Corporate Goal 92%
- Based on Patient Satisfaction scores
- Provider driven questions - Only accountable for the scores they can move directly
- Lead Providers/Senior Leadership collaborate and develop the goals annually

Indicator/Criteria	Threshold	Pay Rate
2. Patient Satisfaction Scores		
Top 10%:	90%	1.00%
Top 5%	95%	2.00%





# Provider Incentive Plan: Quality (Systems) – up to 5%

- Quality (*Systems*)

- Quality measures – Providers and Senior Leadership discuss every year, 5 clinical measures which tie into corporate goals.

For 2024:

- Diabetes – Uncontrolled
- IVD
- Hypertension - Controlled
- Breast cancer screening
- Adult BMI and Follow-up

Indicator/Criteria	Threshold		Pay Rate
<b>3. Quality Performance (Metrics)</b>			
<i>Diabetes - Uncontrolled</i>	27%	↓	1.00%
<i>Ischemic Vascular Disease</i>	80%	↑	1.00%
<i>Hypertension - Controlled</i>	70%	↑	1.00%
<i>Breast Cancer Screening</i>	50%	↑	1.00%
<i>Adult BMI and Follow-up</i>	80%	↑	1.00%





# Provider Incentive Plan: Finance (Resources) – Up To 2%

- Finance (*Resources*)
  - Based on Encounters – annual Medical threshold 3000 (MD/DO, mid-level)

Indicator/Criteria	Threshold	Pay Rate
<b>1. Productivity (Patient Encounters)</b>		
Annual Benchmark:	3000	
Quarterly Benchmark:	750	2.00%
Met 90% of Benchmark:	675	1.00%



# Putting It All Together

CommWell Health  
Incentive Plan  
Fiscal Year 2024-25

Provider: \_\_\_\_\_  
Department: Medical  
Hours: 40

Indicator/Criteria	Threshold	Pay Rate
<b>1. Productivity (Patient Encounters)</b>		
Annual Benchmark:	<u>3000</u>	
Quarterly Benchmark:	<u>750</u>	2.00%
Met 90% of Benchmark:	<u>675</u>	1.00%
<b>2. Patient Satisfaction Scores</b>		
Top 10%:	<u>90%</u>	1.00%
Top 5%:	<u>95%</u>	2.00%
<b>3. Quality Performance (Metrics)</b>		
Diabetes - Uncontrolled	<u>27%</u>	1.00%
Ischemic Vascular Disease	<u>80%</u>	1.00%
Hypertension - Controlled	<u>70%</u>	1.00%
Breast Cancer Screening	<u>50%</u>	1.00%
Adult BMI and Follow-up	<u>80%</u>	1.00%

Provider Data:	Meets	Pay Rate
<b>1. Productivity (Patient Encounters)</b>		
Total Encounters: _____	No	0.00%
<b>2. Patient Satisfaction Scores</b>		
Quarterly Average: _____	No	0.00%
<b>3. Quality Performance (Metrics)</b>		
Diabetes - Uncontrolled <u>28.0%</u>	No	0.00%
Ischemic Vascular Disease _____	No	0.00%
Hypertension - Controlled _____	No	0.00%
Breast Cancer Screening _____	No	0.00%
Adult BMI and Follow-up _____	No	0.00%
<b>Quarterly Base Salary:</b>		
<b>Total % Exceeding Threshold:</b>		0.00%
<b>Incentive Paid:</b>		\$ -



# Provider Compensation Plan:

## *#4 Eagle Excellence (“The Value of Valuing”)*

- Workforce transformation blueprint that focuses on colleague engagement – **Corporate Transcendence**
  - This is a program that invests in your Organization’s greatest asset - PEOPLE – personal and professional development
    - Carves out time a few hours per quarter to attend a session that is about PEOPLE
      - Empathy, identifying your strengths, personality tests
      - Mastermind concept – shared learning by sharing about personal and professional experiences.
      - Value of valuing – always begin with valuing - starts on a positive note

