

## **MEMORANDUM OF AGREEMENT**

**Between**

**The University of Connecticut Health Center Board of Directors (UCHC)  
And  
UCHC – American Association of University Professors (UCHC-AAUP)**

The parties agree as follows:

1. For FY2015-2017, approximately 17 bargaining unit clinicians have appointment terms structured as alternative bonus plans that conditioned their incentive payments upon achievement of both wRVU targets and specific patient satisfaction indexes with an “all or nothing” standard.
2. In FY17, UCH became aware that approximately eight clinicians in FY16 and one clinician in FY15 had not achieved the specific “all or nothing” patient satisfaction indexes specified in their individual appointment contracts. During FY16, UCH recognized that such an all or nothing patient satisfaction standard would unduly penalize faculty who otherwise meet or surpass the high expectations of productivity targets and engaged AAUP about changing the standard.
3. UCH stopped using the “all or nothing” patient satisfaction index for new hires and instead decided to apply a 10% penalty for failure to achieve patient satisfaction indexes. Notwithstanding, during FY16 the parties were unable to timely modify the terms of these existing individual appointment contracts by replacing the all or nothing standard with a 10% penalty as they had discussed. As such, no penalty at any level was applied.
4. UCH formally engaged AAUP to fully and finally resolve this issue involving the individual compensation plans of these 17 clinicians. The AAUP objected to application of any retroactive recoupment of monies citing the quality of care otherwise provided and the potential impact upon “morale” and “turnover.” The parties agree to address this issue exclusively on a prospective basis as outlined in paragraph 5.
5. Each of the 17 clinicians referenced in paragraph 1 will be offered an amended alternative bonus plan commencing FY17 through the remainder of the clinician’s appointment term that contains a patient satisfaction penalty limited to 10% of overall incentive compensation, with patient satisfaction based on the clinician achieving the 50<sup>th</sup> percentile on the Physician Communication Quality Domain - benchmarked against All Facilities (or other patient satisfaction indexes as established by UConn Health leadership),

averaged from at least seven (7) patient responses received for the quarter under review.

6. This stipulated agreement shall not serve as precedent in any pending or future dispute between the parties and shall not be admissible as evidence in any action except to enforce its terms.



For UCH



For AAUP

10/27/16

Date

10/27/16

Date