

# Four Nines Update



## Concept

**January 2022**

- There was an idea...

## Communication

**March-May 2022**

- Developed framework
- Worked with legal counsel
- Communication Plan

## Go-Live

**July 2022**

- Left time for staff to prepare
- Backend changes made

# Four Nines Framework

## Goal

- Better alignment of provider and support staff schedules
- More efficiently using all exam rooms. Flexibility for those who are comfortable with higher productivity.
- Recruiting and retention advantage
- Flexibility, while addressing our patient's dislike for virtual care.

## Secondary Benefits

- Potential 5<sup>th</sup> day off
- Untaxed raises:
  - Reduced commutes
  - Less day care cost
  - Vacation accruals go farther

## Other Benefits

- Flexibility for leaders and salaried staff to be able to work from home without ADA conflict

# Overview

- The Four Nines model was created to provide both FHCCN and its employees with a model that provides flexibility, but still allows us to maintain the same level of services and visits to patients.
- All staff were given the choice as full-time employees to work four nines (new model) or five eights (traditional model).
- The 5<sup>th</sup> day is not guaranteed to be off, but can be a lot of the time

# Overview (continued)

- The four-nines adjusted hourly staff so that:
  - Created a premium that, on average, base hours plus 4 OT hours per week equal same pay as working 40 hours
  - Premium not applied to sick time
  - Slight variability in paychecks, but more for entire year
- For salaried staff, pay remained the same
- Productivity the same per week regardless of model
- Vacation usage for a full day is 9 hours, instead of 8
- Still must maintain service levels and have 100% of output
- Only one chance per year to opt-in or out during open enrollment
- **86% of full-time FHCN staff opted for four nines**

# Provider Impact

- FHCN had 8, 9, and 10 hour shift providers
  - Four Nines allowed us to consolidate and simplify, which really benefitted scheduling and clinical support coverage
- Same schedule of patients, but in 4 days versus 5
  - Added 4 more slots per day to scheduling guidelines
- Expectation for those that drop under productivity to be scheduled for patients on 5<sup>th</sup> day as needed

# Current State

- The premium was absorbed into base pay. The other benefits are still sufficient to make the program desirable.
- 82.6% of team members are on a 4 9 schedule.
- Anyone with > 18 unpaid hours moves to 5 8 model.
- Small departments are a challenge.
- Tuesday – Wednesday are very meeting heavy.
- Productivity:
  - July 2022: 317 visits/provider FTE.
  - July 2023: 330 visits/provider FTE.
  - March 2024: 344 visits/provider FTE.

# Current State



Snapshot

Why Join Us

250  
Reviews

330  
Salaries

61  
Jobs

64  
Q&A

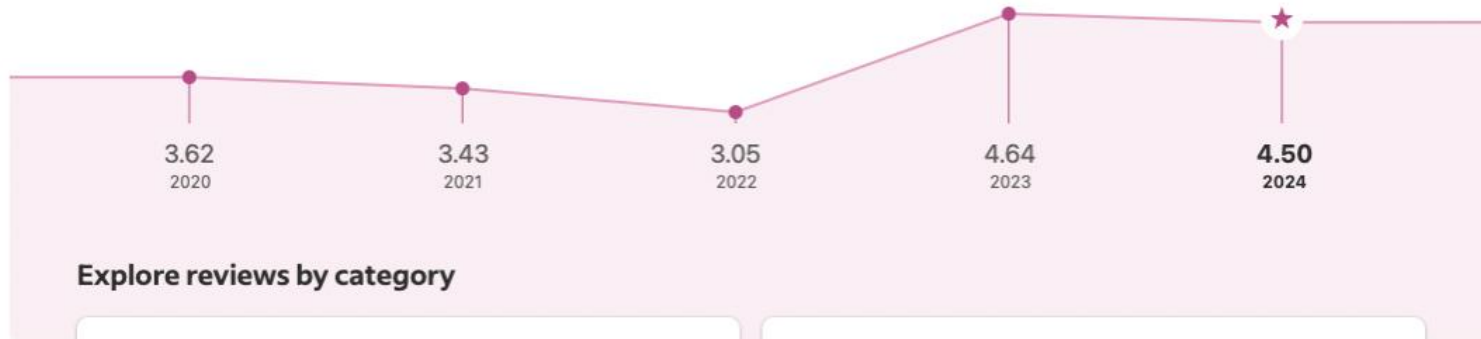
Interviews

Photos

For

## Rating overview

Rating is calculated based on 250 reviews and is evolving.



## Explore reviews by category

Work & Life Balance

3.8 ★



Compensation & Benefits

4.2 ★



Job Security & Advancement

3.8 ★



Management

3.6 ★



Culture

3.8 ★





# Current State

## Top Companies for "Compensation and Benefits" Near You



The Cigna Group  
Compensation & Benefits  
3.5 ★



Family Healthcare Network  
Compensation & Benefits  
4.3 ★



Vuity  
Compensation & Benefits  
3.5 ★



Kaiser Permanente  
Compensation & Benefits  
4.3 ★