



ACHIEVE part of ScionHealth IMPACT Reward Program Overview & FAQ

Shift Pickup Program:

This program is to reward employees that go the extra mile to pick up extra hours by working more than the minimum required number of hours over a period of time. Individuals who meet and/or exceed the designated number of hours during a qualification period will achieve one of three tiers: SILVER, GOLD, and PLATINUM, and will earn points that can be redeemed for rewards, such as gift cards or bonus differentials, applied the subsequent bonus period.

Eligible Positions

- All non-exempt, hospital-based full-time (FT) RNs/ LPNs/LVNs/CNAs/RTs/MTs /MLTs are eligible to participate

Eligibility Status

- This program is not applicable to PT, PRN, PRN+, seasonal or per diem pool employees.
- Current PT/PRN/PRN+ employees would be eligible only after completing a status change to full-time (FT) status.
- If an employee transitions from a PT/PRN/PRN+ status to a FT status in the middle of the qualification period, only the hours worked from the status change will count towards the tier requirements.
- If an employee transitions from a FT to a PT/PRN/ PRN+ status during a qualification or bonus period, the employee voids the rewarded bonus differential for the remainder of the period.

Program Details

Qualification Period

Defined as the four (4) quarters of the calendar year (Q1: Jan 1 – Mar 31; Q2: Apr 1 – Jun 30; Q3: Jul 1 – Sep 30; Q4: Oct 1 – Dec 31) where eligible employees must work a pre-determined number of hours in order to achieve a reward tier and earn a set of points which can then be redeemed for various rewards. The qualification period will begin on the first calendar day of the quarter.

Bonus Period

Generally follows the four (4) quarters of the calendar year (Q1: Jan 1 – Mar 31; Q2: Apr 1 – Jun 30; Q3: Jul 1 – Sep 30; Q4: Oct 1 – Dec 31) where eligible employees who achieved a tier in the qualification period, can redeem earned points for various rewards.

The bonus period will begin on the first day of the start of the new pay period during the quarter.

Reward Tiers

Defined as one of three (3) tiers in which an eligible employee can qualify based on the number of hours worked during a qualification period.

For Employees Scheduled for 36 hrs/ week

(Three (3) Twelve (12)-Hour Shifts)

SILVER TIER

- Minimum number of hours worked PER QUARTER to qualify: 516
- Total points earned: 8,075 total points
- Reward options: \$2/hour bonus differential or preferred gift card selection

GOLD TIER

- Minimum number of hours worked PER QUARTER to qualify: 540
- Total points earned: 15,725 total points
- Reward options: \$4/hour bonus differential or preferred gift card selection

PLATINUM TIER

- Minimum number of hours worked PER QUARTER to qualify: 588
- Total points earned: 31,875 total points
- Reward options: \$8/hour bonus differential or preferred gift card selection

For Employees Scheduled for 40 hrs/ week

(Five (5) Eight (8)-Hour Shifts)

SILVER TIER

- Minimum number of hours worked PER QUARTER to qualify: 552
- Total points earned: 8,075 total points
- Reward options: \$2/hour bonus differential or preferred gift card selection

GOLD TIER

- Minimum number of hours worked PER QUARTER to qualify: 568
- Total points earned: 15,725 total points
- Reward options: \$4/hour bonus differential or preferred gift card selection

PLATINUM TIER

- Minimum number of hours worked PER QUARTER to qualify: 600
- Total points earned: 31,875 total points
- Reward options: \$8/hour bonus differential or preferred gift card selection

Rewards (bonus differentials and gift cards) must be selected and redeemed exclusively through the Gratia app. All employees must have a Gratia account and app access to redeem rewards beginning Q4 2024.

If the hourly bonus differential is redeemed, it will be noted in SAP in the Hourly Rate - Extra(10SD) field. Employee's standard hourly base rate will continue to be noted in the Base(10H1) field and will not be impacted by this program.

Employees must meet and/or exceed the hour requirements during each qualification period to achieve reward tiers to earn points for redemption of a bonus differential for the subsequent bonus period.

Example:

An employee works 588 hours during the Q1 qualification period (Jan 1 – Mar 31).

The employee would be designated PLATINUM Status and receive the associated amount of points.

The employee must select either a bonus differential or gift card within the Gratia app. The employee selects the \$8/hr bonus differential. On April 4th (start of the first pay period after the start of the Q2 bonus period), the employee would earn the \$8/hr bonus differential applied to all productive hours worked as their reward for the quarter.

The employee must work 588 hours again during the Q2 qualification period (Apr 1 – Jun 30) to achieve the PLATINUM tier again for the bonus differential to be applied the subsequent Q3 bonus period.

Rules/Notices

Employees are subject to the same time and attendance practices as all hospital employees.

Employees will be given at least 30 days notice of any changes to the program prior to the end of any qualification period.

The program may be discontinued at any time with notice to employees.

Employees understand this agreement does not constitute a contract of employment or guarantee of employment. Employment with ScionHealth hospitals is based on mutual consent; either the hospital or the employee has the right to terminate employment at will, with or without cause, at any time.

Reward Details

Employees will be able to manage rewards with the Gratia App. Employees will receive a set of points at the achievement of each reward tier (Silver / Gold / Platinum).

- Silver: Awarded 8,075 total points
 - Work 516 hrs (three 12hr shifts) / 552 hrs (five 8hr shifts)
- Gold: Awarded 7,650 addtl points (15,725 total points)
 - Work 540 hrs (three 12hr shifts) / 568 hrs (five 8hr shifts)
- Platinum: Awarded 16,150 addtl points (31,875 total points).
 - Work 588 hrs (three 12hr shifts) / 600 hrs (five 8hr shifts)

Once points are banked they can be redeemed for either a hourly bonus differential to be applied the next quarter or a digital gift card available for use immediately.

Banked points can be held for redemption in subsequent quarters, with a one-year expiration period.

Reward Options

Digital gift cards and prepaid card are available for reward redemption. Selection options can viewed and made through the Gratia app and will be delivered via text with a redemption link to initiate the redemption process.

Gift cards are treated as taxable income. The value of the gift card is considered part of an employee's compensation and is subject to federal income tax, as well as applicable state and local income taxes. Taxes will be taken out via employee's paycheck after gift card redemption. Regardless of tier achievement, to redeem a bonus differential team members need:

- 8,075 points for the \$2/hr to be applied the following quarter
- 15,725 points for the \$4/hr to be applied the following quarter
- 31,875 points for the \$8/hr to be applied the following quarter

FAQ

I'm scheduled for three 12 hr shifts per week. How many hours do I need to work in the qualification period to earn SILVER, GOLD, or PLATINUM status?

You must work 516 hours per qualification period in order to achieve SILVER, 540 hours to achieve GOLD, and 588 hours to achieve PLATINUM.

I'm scheduled for five 8 hr shifts per week. How many hours do I need to work in the qualification period to earn SILVER, GOLD, or PLATINUM status?

The employee must work 552 hours per qualification period in order to earn SILVER, 568 hours to earn GOLD, and 600 hours to earn PLATINUM.

Are we allowed to carry-over hours from one qualification period to the next?

No, hours must be worked in a qualification period and cannot be carried over or extended from one period to the next.

Only points can be banked for redemption in subsequent quarters with a one-year expiration period from when earned.

Is there a deadline to elect a bonus differential?

Bonus differential elections must be made before the first pay period of the following quarter to be applied. There will be a specified deadline to elect the quarterly bonus differential each quarter.

How do I sign into the app?

Scan the QR code with your smartphone camera. Enter your phone number on the website and follow the login prompts.

Can I access the app from any device?

The web app can be accessed from any device, but viewed best from a smartphone.

Open a web browser, enter the app link: <https://app.gratiahealth.com/signin>

Log in with your mobile phone number and follow the login prompts.

How do I save the app to my phone?

iPhone: Open Safari and tap the share button. Choose "Add to Home Screen" from the menu.

Android: Open Chrome, Edge, or Firefox and select "Add to Home Screen" or "Add to Phone" from the menu.

Can I still use the SMS text tool?

You will continue to receive important program updates and notifications via text message.

If I take PTO, does that count towards achieving a tier?

No. Only productive (worked) hours count towards the SILVER, GOLD, and PLATINUM tiers.

If I earn GOLD status during a qualification period, what hours will my bonus be applied to in the following quarter?

The bonus rate is calculated on all productive hrs worked, and will not affect the base hrly rate. It is an additional rate, separate from the base hrly rate, and only the base rate is used to calculate overtime. Employees will not earn the bonus rate on non-productive hours (PTO, sick time, in-service, orientation, FMLA) except as required by applicable state law.

How much are points worth and do they expire?

Each point is worth \$0.10. Points expire one-year after they are awarded.

What happens if I achieve Silver and redeem a gift card before the end of the quarter and my point balance falls below the required amount for the \$2/hr bonus differential?

If you choose to redeem a gift card before the end of the quarter, you will not have enough points to redeem the \$2/hr bonus differential. You will be alerted at the time of redemption that points for a gift card may impact your ability to redeem for a bonus differential if the points balance falls below the required amount.

Are gift cards the only reward options?

If enough points are banked, they can be redeemed for a hrly bonus applied to all productive hrs worked during the bonus period. Employees will be automatically opted into the highest available bonus based on their total points unless they choose otherwise in the app.

How do I redeem points for gift cards?

Gift cards can be selected within the Gratia app.

Are gift cards taxed?

Gift cards are treated as taxable income. The value of the gift card is considered part of an employee's compensation and is subject to federal income tax, as well as applicable state and local income taxes.

Questions?

For more information, check out the Gratia Support Site: <https://gratiahealth.zendesk.com/hc/en-us> for more details on eligibility, qualifications, rules and anticipated questions. Questions can also be emailed to impact@scionhealth.com.



Have a texting account?

Your account is active.
Scan here to access your account.

Need to create an account?

Scan here to sign up to create your account.





Impact Program Point Award and Redemption Options

Tier Achieved
Last Quarter:

Silver

8,075
Total Points

\$2/hr Bonus Differential

Additional bonus applied to every productive hour worked during the bonus period.

Gift Card of Your Choosing

Redeemable Immediately!
1 point = \$0.10

Tier Achieved
Last Quarter:

Gold

15,725
Total Points

\$4/hr Bonus Differential

Additional bonus applied to every productive hour worked during the bonus period.

Gift Card of Your Choosing

Redeemable Immediately!
1 point = \$0.10

Tier Achieved
Last Quarter:

Platinum

31,875
Total Points

\$8/hr Bonus Differential

Additional bonus applied to every productive hour worked during the bonus period.

Gift Card of Your Choosing

Redeemable Immediately!
1 point = \$0.10

**Gift cards are treated as taxable income. The value of the gift card is considered part of an employee's compensation and is subject to federal income tax, as well as applicable state and local income taxes.*