



Performance Excellence Program (PEP)  
Employee Performance Review Form

Employee Name:

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Position Title:

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Evaluator Name:

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Date:

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**Rating Scale:**

**Fails to Meet Performance Expectations:** Unable to achieve performance expectations required at this level. Seldom achieves major goals. Appears unable to overcome limitation. Action required.

**Meets Some But Not All Performance Expectations:** Meets some but not all performance expectations. Results may be improved for job requirements with a reasonable amount of training and experience. Action required.

**Meets All Performance Expectations:** Meets all performance expectations. Often achieves results beyond those expected, Have complete and thorough knowledge of all job functions.

**Exceeds Performance Expectations:** Consistently exceeds all performance expectations. Achieves results superior to most employees at this level of responsibility and makes significant contributions to the success of the department and/or the Hospital.

**Not Applicable**

**Comments: (with examples) Required for all of the rating scales.**

## CORE COMPETENCIES

<b>1. JOB SPECIFIC KNOWLEDGE AND SKILLS: Acquires and applies knowledge, skills and experience to accomplish results</b>	Fails to Meet Performance Expectations	Meets Some But Not All Performance Expectations	Meets All Performance Expectations	Exceeds Performance Expectations	Not Applicable

- Review Job Description with Employee to ensure they understand their roles / responsibilities and ensure their Job Description is an accurate reflection of their current duties.
- Keeps current with and effectively applies new work methods, skills and technologies to complete work.
- Demonstrates a clear understanding of the regulations, standards, policies and procedures applicable to the job. Complies with and applies appropriately.
- Identifies and utilizes resources effectively and responsibly.
- Plans, prioritizes, organizes work effectively to produce measurable results in a timely manner.
- Takes ownership for self-development.
- Communicates clearly and effectively, both orally and in writing.
- Other indicators specific to department (optional - identify below ).

\* [insert area of knowledge/skill]

**Comments: (with examples) Required for all of the rating scales.**

<b>2. QUALITY AND SAFETY: Provides safe and high quality care and services, while seeking ways to improve and enhance outcomes and services</b>	Fails to Meet Performance Expectations	Meets Some But Not All Performance Expectations	Meets All Performance Expectations	Exceeds Performance Expectations	Not Applicable

- Takes a problem-solving approach when faced with challenging or difficult situations.
- Proposes changes to polices or procedures where appropriate.
- Uses sound judgment (i.e. gathers facts, considers options and impacts, and makes decisions).
- Work is thorough, timely and reflects follow-through to completion in a timely manner and evaluates results.
- Acts appropriately to ensure patient and staff safety.
- Takes initiative to improve quality of care and service.

**Comments: (with examples) Required for all of the rating scales.**

3. COLLABORATION AND TEAMWORK: Supports a positive team environment in which members participate, respect and cooperate with each other to achieve desired outcomes	Fails to Meet Performance Expectations	Meets Some But Not All Performance Expectations	Meets All Performance Expectations	Exceeds Performance Expectations	Not Applicable
<ul style="list-style-type: none"> <li>▪ Collaborates with others to improve quality and address needs.</li> <li>▪ Builds and sustains cooperative working relationships.</li> <li>▪ Contributes to the resolution of workplace conflict.</li> <li>▪ Recognizes strengths and contributions of others.</li> <li>▪ Provides leadership on projects and/or programs.</li> <li>▪ Takes action to address problems before being asked by the supervisor, or before the situation becomes urgent.</li> <li>▪ Responds positively to feedback, showing a willingness to learn from others.</li> <li>▪ Communicates with others in a timely manner regarding relevant issues, plans and progress.</li> <li>▪ Manages difficult and emotional situations effectively.</li> </ul>					
<p><b>Comments: (with examples) Required for all of the rating scales.</b></p>					

4. COMMITMENT TO PRACTICE AND UPHOLD THE QCH VALUES AND *C.A.R.E. STANDARDS: Demonstrates accountability, commitment to innovation, respect for the individual, is engaged and is an effective communicator in support of the Hospital's Vision and Mission.	Fails to Meet Performance Expectations	Meets Some But Not All Performance Expectations	Meets All Performance Expectations	Exceeds Performance Expectations	Not Applicable
* C.A.R.E. Communication, Accountability, Respect, Engagement					
<b>Accountability</b>					
<ul style="list-style-type: none"> <li>▪ Does what he/she commits to doing.</li> <li>▪ Acts responsibly in accordance with defined roles and applicable standards.</li> <li>▪ Uses and monitors resources effectively and efficiently.</li> <li>▪ Measures our progress and accomplishments against planned outcomes.</li> </ul>					
<b>Innovation</b>					
<ul style="list-style-type: none"> <li>▪ Strives to make things better for patients and team members.</li> <li>▪ Develops and applies personal and professional knowledge in support of our mission.</li> <li>▪ Seeks new ways and best practices to improve what we do.</li> <li>▪ Recognizes and rewards the achievement of excellence in the pursuit of our vision.</li> </ul>					
<b>Respect</b>					
<ul style="list-style-type: none"> <li>▪ Engages in open, honest, courteous two-way communication and listening in a non-judgmental manner.</li> <li>▪ Acknowledges the needs of others by involving them in decisions that affect them.</li> <li>▪ Openly acknowledges the contribution that everyone makes.</li> <li>▪ Provides a safe, caring and secure environment.</li> <li>▪ Adheres to the Client C.A.R.E. (Communication, Accountability, Respect, Engagement) Standards</li> </ul>					
<b>Engagement</b>					
<ul style="list-style-type: none"> <li>▪ Works collaboratively and ask our co-workers for their ideas and opinions.</li> <li>▪ Thanks colleagues for their contributions and compliment them on their accomplishments.</li> <li>▪ Offers assistance to our co-workers and ask for assistance when needed.</li> <li>▪ Volunteers for committees and organizational programs.</li> <li>▪ Mentors new employees.</li> <li>▪ Discusses and addresses conflicts privately.</li> <li>▪ Gives constructive feedback and not gossip, blame or finger-point.</li> <li>▪ Adheres to the highest professional work standards.</li> <li>▪ Builds trust with clients and co-workers by communicating openly and honestly.</li> <li>▪ Takes the time to build rapport with our clients and co-workers.</li> </ul>					

<b>Communication</b>					
<ul style="list-style-type: none"> <li>▪ Wears our QCH identification badges so that they can easily be seen and read.</li> <li>▪ Smiles at our external and internal QCH clients.</li> <li>▪ Greets clients by saying, "Hello, how may I help you?"</li> <li>▪ Says, "Please" and "Thank you" to both internal and external clients.</li> <li>▪ Identifies ourselves when we enter a patient's room, say why we are there, and how long we will be.</li> <li>▪ Actively listens, in non-judgemental manner, focusing on the client and checking for understanding by repeating and asking questions.</li> <li>▪ Explains to patients/families what is happening related to their care, treatment, and/or procedures.</li> <li>▪ Informs and updates patients about wait times.</li> <li>▪ Limits non-work related and personal conversations when in the proximity to patients.</li> </ul>					
<p><b>Comments: (with examples) Required for all of the rating scales.</b></p>					

<b>5. PATIENT/CLIENT FOCUS: Provides high quality care and service based on the needs and expectations of the patient/client</b>	Fails to Meet Performance Expectations	Meets Some But Not All Performance Expectations	Meets All Performance Expectations	Exceeds Performance Expectations	Not Applicable
<ul style="list-style-type: none"> <li>▪ Relies on patient / client feedback and evaluation to improve care and services.</li> <li>▪ Values patient / client perspective.</li> <li>▪ Involves and supports patient / client.</li> <li>▪ Strives to keep patient / client informed.</li> <li>▪ Adheres to the Client C.A.R.E. (Communication, Accountability, Respect, Engagement) Standards</li> </ul>					
<p><b>Comments: (with examples) Required for all of the rating scales.</b></p>					

# Personal Learning Plan

**Personal Learning Plan:** To be completed prior to the performance review meeting. In consultation with supervisor, the PLP will be finalized based on the review.

## GOAL 1:

*Step 1: What goal do I want to achieve:*

*Step 2: How will I achieve my goal:*

*Step 3: When will I achieve my goal?*

## GOAL 2 (Optional)

*Step 1: What goal do I want to achieve:*

*Step 2: How will I achieve my goal:*

*Step 3: When will I achieve my goal?*

## SUMMARY EVALUATION COMMENTS

Evaluator Comments:

Employee Comments:

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Evaluator Signature

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Date

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Employee Signature

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Date