



Performance Excellence Program (PEP)
Management Performance Review Form

Employee Name: _____

Position Title: _____

Evaluator Name: _____

Date: _____

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

1. JOB SPECIFIC KNOWLEDGE AND SKILLS: Acquires and applies knowledge, skills and experience to accomplish results	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"> ▪ 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). <p>* [insert area of knowledge/skill]</p>					
Comments: (with examples) Required for all of the rating scales.					

2. QUALITY AND SAFETY: Provides safe and high quality care and services, while seeking ways to improve and enhance outcomes and services	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"> ▪ 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"> ▪ Collaborates with others to improve quality and address needs. ▪ Builds and sustains cooperative working relationships. ▪ Contributes to the resolution of workplace conflict. ▪ Recognizes strengths and contributions of others. ▪ Provides leadership on projects and/or programs. ▪ Takes action to address problems before being asked by the supervisor, or before the situation becomes urgent. ▪ Responds positively to feedback, showing a willingness to learn from others. ▪ Communicates with others in a timely manner regarding relevant issues, plans and progress. ▪ Manages difficult and emotional situations effectively. 					
Comments: (with examples) Required for all of the rating scales.					

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

6. LEADERSHIP: Creates an environment that promotes staff motivation and development, open communication and leading best practice in support of a shared vision.	Fails to Meet Performance Expectations	Meets Some But Not All Performance Expectations	Meets All Performance Expectations	Exceeds Performance Expectations	Not Applicable
<p>a) Strategic Focus:</p> <ul style="list-style-type: none"> ▪ Anticipates future needs and identifies potential opportunities and challenges. ▪ Translates vision and strategy into the achievement of a high performing organization. <p>b) Leading and Coaching People:</p> <ul style="list-style-type: none"> ▪ Treats people – their knowledge and their capacities – as the organization’s core assets. ▪ Provides feedback, information, support, opportunities and available resources to assist people in developing current and future required skills or abilities. <p>c) Leading Change:</p> <ul style="list-style-type: none"> ▪ Promotes change as a necessary function: models positive acceptance towards change process, enables self, and supports others to adapt to change and remain effective. <p>d) Results Driven:</p> <ul style="list-style-type: none"> ▪ Focuses efforts on goals by setting challenging goals and evaluating results in order to meet or exceed them. 					
<p>Comments: (with examples) Required for all of the rating scales.</p>					

7. MANAGEMENT: Manages staff, resources, services and performance in an efficient and effective manner to achieve high quality care and service.	Fails to Meet Performance Expectations	Meets Some But Not All Performance Expectations	Meets All Performance Expectations	Exceeds Performance Expectations	Not Applicable
<p>a) Recruitment:</p> <ul style="list-style-type: none"> ▪ Forecasts and plans for future recruitment requirements. ▪ Uses appropriate recruitment strategies to ensure optimal staffing. <p>b) Retention:</p> <ul style="list-style-type: none"> ▪ Provides input into the development and implementation of strategies targeted at employee retention. ▪ Creates the appropriate environment to foster employee engagement. <p>c) Performance:</p> <ul style="list-style-type: none"> ▪ Provides timely feedback on employee performance and addresses performance problems in an appropriate manner. ▪ Monitors and manages attendance through the Attendance Support Program and other effective strategies. <p>d) Financial:</p> <ul style="list-style-type: none"> ▪ Establishes budget plans and demonstrates fiscal accountability. <p>e) Decision Making:</p> <ul style="list-style-type: none"> ▪ Demonstrates knowledge of and proficiency in the analysis and use of evidenced based information/data which guide decisions to support care and service delivery. 					
<p>Comments: (with examples) Required for all of the rating scales</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:

Evaluator Signature

Date

Employee Signature

Date