

Employee:  Title:   
 Date:  Location:

## OUR MISSION

The mission of the MSU HealthTeam is to advance knowledge and transform lives by providing the highest quality patient-centered care in a culture of compassion and respect for patients, families, and colleagues.

*Exceeds Expectations*  
*Meets Expectations*  
*Requires Improvement*  
*Did Not Meet Expectations*

## ATTENDANCE & DEPENDABILITY

Maintains reliable and punctual attendance as defined and measured by MSU and the HT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows call-in procedures to report absences in a timely manner as defined and measured by MSU and the HT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### MAJOR ACCOMPLISHMENTS

### IMPROVEMENT PLANS

## PERSONAL & PROFESSIONAL

Shows personal initiative in managing his/her work assignments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plans own work with appropriate priorities and sequences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is recognized within and outside of the unit as a competent professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assumes responsibility for his or her work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses tact in interactions with others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adheres to HT Dress Code policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### MAJOR ACCOMPLISHMENTS

### IMPROVEMENT PLANS

## COMPLIANCE

Ensures that work and safety standards are known and observed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adheres to the HT employee identification standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotes and maintains the confidentiality of information encountered at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adheres to the rules outlined in Fraud Awareness & HIPAA Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respects the privacy of others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### MAJOR ACCOMPLISHMENTS

### IMPROVEMENT PLANS

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### ORGANIZATIONAL SUCCESS & SERVICE EXCELLENCE



Promotes patient-centered service in the delivery of high quality, safe patient care with respect and compassion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates the ability to be flexible and utilize creativity to accomplish tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates accountability for providing assistance and resolving patient concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapts and reacts positively to change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates commitment to continuous quality and process improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports and promotes organization's mission and vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### MAJOR ACCOMPLISHMENTS

#### IMPROVEMENT PLANS

### JOB EFFECTIVENESS & TECHNICAL PERFORMANCE

Communicates ideas and information effectively in oral and written form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knows current technology/software (EMR, CB, QSI, MPV etc.) and applies it in work assignments and tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Takes responsibility to accomplish tasks as outlined in job descriptions and achieves results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recognizes problems, proposes creative and appropriate solutions, and uses good judgment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluates the results of decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consults with others when seeking solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recognizes and acknowledges priorities and deadlines, responding appropriately. Is able to perform job duties competently with minimal supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides the expected level of support to supervisors, managers and providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Produces work output that is accurate, thorough, and completed in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## MAKING PEOPLE MATTER & TEAMWORK



Works effectively with other members of the team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Obtains the cooperation of other personnel in the completion of work assignments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respects co-workers, patients/customers opinions and needs in the completion of work responsibilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supports diversity and understands other's perspective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Displays positive attitude and builds trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responds quickly and appropriately to patients/customers and co-workers needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is approachable and accessible to others for advice and assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shares information and work resources appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolves conflicts constructively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### MAJOR ACCOMPLISHMENTS

### IMPROVEMENT PLANS

## ADDITIONAL COMMENTS

## JOB-SPECIFIC PERFORMANCE STANDARDS

- 1.
- 2.
- 3.
- 4.
- 5.

Overall Assessment of these Standards

Employee:

Date:

## OVERALL PERFORMANCE SUMMARY

SELECT ONE AS SUPPORTED BY SPECIFIC OBJECTIVES  
ADDRESSED EARLIER IN THIS DOCUMENT

**Exceeds Objectives**—Work is innovative and exceptional

Serves as a role model and leader

Demonstrates excellence and exceeds expectations consistently

Accomplishments have significant impact on mission

**Meets Objectives**—Meets expectations, notable and solid performer, competent in field

Work is thorough and accurate, is accountable for own outcomes

Willing to go beyond the norm to complete assigned work

Professional demeanor, adds value to unit, shows dedication to position

**Improvement Needed**—

Some expectations were met, but not all

Quality and quantity of work output does not meet department expectations consistently

Needs to decrease the frequency and number of unexcused absences, including tardiness

**Unsatisfactory Performance**—Performance does not meet stated expectations of performance

Work is not accurate, complete and/or timely

Chosen work methods were not acceptable

Did not apply knowledge and abilities to job responsibilities, did not appear focused on the work

Attendance record is unacceptable

## EMPLOYEE IS NEW TO THE DEPARTMENT

SELECT ONE IF THIS EMPLOYEE IS  
CURRENTLY ON PROBATION

Has met some performance objectives and is progressing favorably in the position.

Probation has been successfully completed.

Employee needs to assume all job responsibilities of this position, understand the organization of the Medical School &

Health System and solicit assistance from appropriate individuals when needed. Probation period will be extended.

Employee did not meet expectations during the probationary period and will be terminated on

## EMPLOYEE COMMENTS & SUPERVISOR FEEDBACK (ie. obstacles, special contributions, etc)

### Employee Signature

This signature denotes that the evaluation was reviewed with the supervisor and does not reflect upon the employee's acceptance of the assessment.

### Supervisor Signature

Supervisor Name