

# St. Luke Community Healthcare Network

## Performance Contract

### The Standard of Performance

#### Treatment of Others

- Regard others as equals - treating everyone with RESPECT at all times.
- Be helpful while demonstrating a genuine concern in a professional manner giving support, encouragement and reassurance to those with whom you come into contact.
- Be willing to admit and rectify any mistakes, to make needed changes and to go the extra-mile.
- Be considerate of the time constraints of those with whom you come into contact.
- Try to anticipate and understand the needs of those you serve.

#### Corporate Citizenship

- Understand the importance of the work that you do and report to work on time, working the shifts that have been assigned to you.
- Accept responsibility for and be accountable for the work that you do making sure that you follow procedures
- Practice safety at all times treating equipment and property as if it were your own.
- Make sure that you take the necessary steps to know how to do your job with competence and be willing to share with others the knowledge and skills that you bring to the job.
- Take a great deal of pride in your job performance and take the time to deliver quality, accurate services.

#### Attitude

- Bring a cooperative, courteous attitude to your job – setting a positive example.
- Work as a team member by being patient with others while being helpful and understanding. Understand that we're all in this together and will pitch-in even if it is not in your job description.
- Be flexible and cooperative while demonstrating a willingness to learn.
- Bring an appropriate sense of humor and sense of fun to your job.
- Be a positive advocate for St. Luke within the organization and in the community.

#### Appearance

- Maintain a clean, neat, professional appearance that is appropriate to the customer you are serving. That is to include personal hygiene and appropriate use of fragrances. Plus, do your part to help maintain a clean, neat, professional workplace.
- Demonstrate friendliness and a warm welcoming SMILE as you deal with those you serve.
- Let those with whom you interact know your name through introductions and the wearing of nametags.

#### Communication

- Take the time to say "Please" and "Thank-You"
- Demonstrate that you are approachable, willing to give and to receive feedback while encouraging and receiving suggestions with an open mind. Give feedback in a positive, non-critical way so as to help others improve.
- Do your part to help eliminate gossip in the work place.
- Make sure that you follow-up on promises you have made to those you serve.
- Make sure that your written communication is legible.
- Take the time to explain what you will do to solve any problems and explain the reasons for any delays.
- Practice honest open communication.
- Make sure that you give recognition and appreciation for a job well done.

- Be willing to ask questions and to seek help when needed
- Take the time to really listen to and try to understand what a person is saying

### **Customer Service**

- Deliver prompt, courteous service explaining any delays to your customers internally and externally.
- Take steps to ensure that you maintain confidentiality in the workplace and in the community.
- See the customer as a real person with specific needs, satisfying those needs to the best your ability, while treating each customer as #1

I have read and reviewed the standards of performance. I agree to abide by and practice these standards. I understand that failing to uphold these standards will lead to disciplinary action, up to and including termination. I will also hold my fellow employees accountable to these standards.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Department Manager: \_\_\_\_\_ Date: \_\_\_\_\_

# St. Luke Community Healthcare Network

## Evaluation by Standards of Performance Acute Care Facility

Employee Name: \_\_\_\_\_ Job Title: \_\_\_\_\_ Department: \_\_\_\_\_

**NOTE:** This Evaluation is to Identify GOOD and GREAT performance as well as Constructive Comments and Recommendations to improve performance.

**RATINGS:** 1 = Clearly Outstanding/Exceptional    2 = Above Standards    3 = Meets Standards    4 = Needs improvement

| The Standard of Performance   | Rating | Comments |
|---|--------|----------|
| <b>Treatment of Others</b>  |        |          |
| <ul style="list-style-type: none"> <li>● Regard others as equals - treating everyone with RESPECT at all times.</li> </ul>  |        | _____    |
| <ul style="list-style-type: none"> <li>● Be helpful while demonstrating a genuine concern in a professional manner giving support, encouragement and reassurance to those with whom you come into contact.</li> </ul>                                 |        | _____    |
| <ul style="list-style-type: none"> <li>● Be willing to admit and rectify any mistakes, to make needed changes and to go the extra-mile.</li> </ul>  |        | _____    |
| <ul style="list-style-type: none"> <li>● Be considerate of the time constraints of those with whom you come into contact.</li> </ul>  |        | _____    |
| <ul style="list-style-type: none"> <li>● Try to anticipate and understand the needs of those you serve.</li> </ul>  |        | _____    |
| <b>Corporate Citizenship</b>  |        |          |
| <ul style="list-style-type: none"> <li>● Understand the importance of the work that you do and report to work on time, working the shifts that have been assigned to you.</li> </ul>  |        | _____    |
| <ul style="list-style-type: none"> <li>● Accept responsibility for and be accountable for the work that you do making sure that you follow procedures</li> </ul>  |        | _____    |
| <ul style="list-style-type: none"> <li>● Practice safety at all times treating equipment and property as if it were your own.</li> </ul>  |        | _____    |
| <ul style="list-style-type: none"> <li>● Make sure that you take the necessary steps to know how to do your job with competence and be willing to share with others the knowledge and skills that you bring to the job.</li> </ul>                    |        | _____    |
| <ul style="list-style-type: none"> <li>● Take a great deal of pride in your job performance and take the time to deliver quality, accurate services.</li> </ul>   |        | _____    |
| <b>Attitude</b>   |        |          |
| <ul style="list-style-type: none"> <li>● Bring a cooperative, courteous attitude to your job – setting a positive example.</li> </ul>   |        | _____    |
| <ul style="list-style-type: none"> <li>● Work as a team member by being patient with others while being helpful and understanding. Understand that we're all in this together and will pitch-in even if it is not in your job description.</li> </ul> |        | _____    |
| <ul style="list-style-type: none"> <li>● Be flexible and cooperative while demonstrating a willingness to learn.</li> </ul>   |        | _____    |
| <ul style="list-style-type: none"> <li>● Bring an appropriate sense of humor and sense of fun to your job.</li> </ul>   |        | _____    |
| <ul style="list-style-type: none"> <li>● Be a positive advocate for St. Luke within the organization and in the community.</li> </ul>   |        | _____    |

| Appearance   |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>Maintain a clean, neat, professional appearance that is appropriate to the customer you are serving. That is to include personal hygiene and appropriate use of fragrances. Plus, do your part to help maintain a clean, neat, professional workplace.</li> </ul> |  |  |
| <ul style="list-style-type: none"> <li>Demonstrate friendliness and a warm welcoming SMILE as you deal with those you serve.</li> </ul>  |  |  |
| <ul style="list-style-type: none"> <li>Let those with whom you interact know your name through introductions and the wearing of nametags.</li> </ul>   |  |  |
| Communication  |  |  |
| <ul style="list-style-type: none"> <li>Take the time to say "Please" and "Thank-You"</li> </ul>  |  |  |
| <ul style="list-style-type: none"> <li>Demonstrate that you are approachable, willing to give and to receive feedback while encouraging and receiving suggestions with an open mind. Give feedback in a positive, non-critical way so as to help others improve.</li> </ul>                              |  |  |
| <ul style="list-style-type: none"> <li>Do your part to help eliminate gossip in the work place.</li> </ul>   |  |  |
| <ul style="list-style-type: none"> <li>Make sure that you follow-up on promises you have made to those you serve.</li> </ul>   |  |  |
| <ul style="list-style-type: none"> <li>Make sure that your written communication is legible.</li> </ul>  |  |  |
| <ul style="list-style-type: none"> <li>Take the time to explain what you will do to solve any problems and explain the reasons for any delays.</li> </ul>  |  |  |
| <ul style="list-style-type: none"> <li>Practice honest open communication.</li> </ul>  |  |  |
| <ul style="list-style-type: none"> <li>Make sure that you give recognition and appreciation for a job well done.</li> </ul>  |  |  |
| <ul style="list-style-type: none"> <li>Be willing to ask questions and to seek help when needed</li> </ul>   |  |  |
| <ul style="list-style-type: none"> <li>Take the time to really listen to and try to understand what a person is saying</li> </ul>  |  |  |
| Customer Service   |  |  |
| <ul style="list-style-type: none"> <li>Deliver prompt, courteous service explaining any delays to your customers internally and externally.</li> </ul>   |  |  |
| <ul style="list-style-type: none"> <li>Take steps to ensure that you maintain confidentiality in the workplace and in the community.</li> </ul>  |  |  |
| <ul style="list-style-type: none"> <li>See the customer as a real person with specific needs, satisfying those needs to the best your ability, while treating each customer as #1</li> </ul>   |  |  |
| Performance of Duties- Job Knowledge   |  |  |
| <ul style="list-style-type: none"> <li>Possesses practical and technical knowledge and nursing skills necessary to perform job tasks as outlined by the job description</li> </ul>   |  |  |
| <ul style="list-style-type: none"> <li>Contributes to the care of patients within scope of abilities and knowledge</li> </ul>  |  |  |
| <ul style="list-style-type: none"> <li>Able to perform job duties with little or no supervision</li> </ul>   |  |  |
| <ul style="list-style-type: none"> <li>Demonstrates proper judgment and decision making skills</li> </ul>  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Performance of Duties- Documentation**

|   |  |  |
|---|--|--|
| • Record keeping is legible, accurate and complete                          |  |  |
| • Completes documentation in a timely manner in an effort to avoid overtime |  |  |

**Attendance**

|  |  |  |
|--|--|--|
| • Communicates schedule requests with adequate advance notice to facilitate the scheduling process   |  |  |
| • Demonstrates reliability as related to personal schedule and flexibility as related to required schedule changes due to vacation, sick leave, etc. |  |  |
| • Appropriately utilizes sick leave  |  |  |
| • Is punctual and prepared for start of shift  |  |  |
| • Observes prescribed work break/meal periods  |  |  |

**Performance of Duties- Productivity/Initiative**

|   |  |  |
|---|--|--|
| • Seeks out additional assignments/tasks or assumes additional duties when necessary                                  |  |  |
| • Organizes work duties for the best utilization of time completing all job requirements in the scheduled work period |  |  |
| • Proposes ideas, finds new and better ways of doing things both in materials and time management                     |  |  |

Recommended for Pay increase      Yes                      No

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Department Manager: \_\_\_\_\_ Date: \_\_\_\_\_