**St. Luke Community Healthcare**

Performance Review

Employee Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **JOB KNOWLEDGE**  Knowledge of policies and procedures/processes, techniques, skills, equipment, materials and products. | | |
| 5 | Has thorough grasp of all aspects of job. | Rating |
| 4 | Well informed, rarely requires assistance and instruction. |
| 3 | Satisfactory job knowledge; understands and performs most phases of job well, occasionally requires assistance or instruction. |
| 2 | Limited knowledge of job, further training required, frequently requires assistance or instruction. |
| 1 | Lacks knowledge to perform job properly. |
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| **QUALITY OF WORK**  Overall accuracy and quality of work. | | |
| 5 | Highest quality possible, final job virtually error and mistake free. | Rating |
| 4 | Quality above average with limited errors and mistakes. |
| 3 | Quality is satisfactory; usually produces error free work. |
| 2 | Room for improvement, frequent errors, work requires checking and re-doing. |
| 1 | Excessive errors and mistakes, poor quality. |
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| **QUANTITY OF WORK**  Work output of the employee. | | |
| 5 | High volume producer, always does more than is expected or required. | Rating |
| 4 | Produces more than most, above average. |
| 3 | Handles a satisfactory volume of work, occasionally does more than is required. |
| 2 | Barely acceptable, low output, below average. |
| 1 | Extremely low output, not acceptable. |
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| **RELIABILITY**  The extent to which the employee can be depended upon to complete tasks properly in a timely manner. The degree to which the employee is reliable, trustworthy, and persistent. | | |
| 5 | Highly reliable, always gets the job done on time. | Rating |
| 4 | Very reliable, above average, usually persists in spite of difficulties. |
| 3 | Usually gets the job done on time, works well under pressure. |
| 2 | Sometimes unreliable, will avoid responsibility, satisfied to do the minimum. |
| 1 | Usually unreliable, does not accept responsibility, gives up easily. |
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| **INITIATIVE**  The ability to plan work and to go ahead with a task without being told every detail and the ability to make constructive suggestions. | | |
| 5 | Displays drive and perseverance, anticipates needed actions, and makes suggestions for improving processes. | Rating |
| 4 | Self-starter; proceeds on own with little or no direction, progressive, makes some suggestions for improvement. |
| 3 | Shows average initiative in completing tasks. |
| 2 | Does not proceed on own, waits for direction. |
| 1 | Lacks initiative, does not take direction well. |
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| **JUDGEMENT and DECISION MAKING**  The extent to which the employee makes sound decisions which are timely and based on fact rather than emotion. | | |
| 5 | Uses exceptionally good judgement and is timely when analyzing facts and solving problems. | Rating |
| 4 | Above average decision making abilities. Decisions usually are sound, timely and mature. |
| 3 | Handles most situations very well and makes sound decisions under normal circumstances. |
| 2 | Judgement and decision making is questionable; needs to improve. |
| 1 | Lacks good judgement and decision making abilities when dealing with people and situations. |
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| **COOPERATIVE ATTITUDE**  Ability to bring a cooperative and courteous attitude to your job; work as a team member and demonstrate a willingness to learn. | | |
| 5 | Consistently displays a cooperative and courteous attitude; works as a team member and is willing to learn. | Rating |
| 4 | Displays a cooperative and courteous attitude most of the time; most of the time works as a team member and is willing to learn. |
| 3 | Usually displays a cooperative and courteous attitude; normally works as a team member and is willing to learn. |
| 2 | Sometimes a cooperative and courteous attitude is displayed; at times works as a team member; is reluctant to learn; is disruptive. |
| 1 | Rarely displays a cooperative and courteous attitude; has difficulty working as a team member; is not willing to learn. |
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| **TIME, ATTENDANCE AND PUNCTUALITY**  Arrives to work when scheduled and is punctual. Appropriately communicates time worked utilizing time clock, communication form and bonus sheet. | | |
| 5 | Always prompt for scheduled shifts and communicates time appropriately; absent only in rare emergency. | Rating |
| 4 | Very prompt; above average attendance; Typically works when scheduled and communicates time appropriately. |
| 3 | Usually present, on time and communicates time appropriately; few unscheduled absences for assigned shifts. |
| 2 | Often absent and/or reports to work late; improvement needed to meet required standards. Seldom communicates time appropriately. |
| 1 | Poor attendance and/or frequently reports to work late or leaves early. Rarely communicate time appropriately. |
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| **COMMUNICATION – INTERNAL AND EXTERNAL**  The ability to convey and receive information in a diplomatic and professional manner. This category includes verbal, non-verbal and written communications. | | |
| 5 | Communicates in a diplomatic and professional manner; does not gossip; provides positive feedback and respects the opinions of others; uses ‘please’ and ‘thank you’. | Rating |
| 4 | Most of the time communication is diplomatic and professional; seldom participates in gossip; frequently provides positive feedback and respects the opinions of others; normally uses ‘please’ and ‘thank you’. |
| 3 | Usually communicates in a diplomatic and professional manner; occasionally participates in gossips; usually says ‘please’ and ‘thank you’. |
| 2 | Sometimes communication is diplomatic and professional; frequently gossips; at times feedback is positive and the opinions of others are respected; now and then ‘please’ and ‘thank you’ are used. |
| 1 | Communication is not diplomatic or professional; participates in gossip; is critical of others; does not use ‘please’ and’ thank you’. |
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| **APPEARANCE**  Maintains a clean, neat and professional appearance; wears name badge while on duty; greets others with a smile. | | |
| 5 | Dress is professional and appropriate for your department; wears name badge while on duty and greets others with a smile. | Rating |
| 4 | Most of the time dress is professional and appropriate for your department; typically wears name badge and greets others with a smile. |
| 3 | Usually dress is professional and appropriate for your department; generally wears name badge; usually greets others with a smile. |
| 2 | Sometimes dress is professional and appropriate for your department; wears name badge at times; smiles occasionally. |
| 1 | Rarely dresses professionally and appropriately for your department; seldom wears name badge; smiles infrequently. |
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| **CUSTOMER SERVICE**  Delivers prompt, courteous service explaining any delays to your customers; maintains confidentiality; practice the CLEAR protocols. | | |
| 5 | Exceptional delivery of prompt, courteous service to customers; follows CLEAR protocols; maintains confidentiality. | Rating |
| 4 | Most of the time delivers prompt, courteous customer service; uses CLEAR protocols and maintains confidentiality. |
| 3 | Usually delivers prompt, courteous customer service; uses CLEAR protocols and maintains confidentiality. |
| 2 | Delivers inconsistent customer service; does not practice CLEAR protocols or confidentiality on a regular basis. |
| 1 | Rarely provides prompt and courteous customer service; seldom follows CLEAR protocols or maintains confidentiality. |
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| **CORPORATE CITIZENSHIP**  Shows positive engagement on behalf of St. Luke and the community; ownership of Pillar Goals; supports leadership; follows Standards of Performance. | | |
| 5 | Is constantly a positive advocate for St. Luke; supports Pillar Goals and leadership; abides by Standards of Performance. | Rating |
| 4 | Most of the time is a positive advocate for St. Luke; frequently supports Pillar Goals, leadership and Standards of Performance. |
| 3 | Usually is a positive advocate for St. Luke; normally supports Pillar Goals, leadership and Standards of Performance. |
| 2 | At times is a positive advocate for St. Luke; seldom supports Pillar Goals, leadership and Standards of Performance. |
| 1 | Rarely is a positive advocate for St. Luke; does not support Pillar Goals, leadership and Standards of Performance. |
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**Total Ratings \_\_\_\_\_\_ / 12 = \_\_\_\_\_\_\_ Overall Performance Rating**

**Performance Rating Definitions**

**5 HIGH PERFORMER**

Outstanding performance that results in extraordinary and exceptional accomplishments with significant contributions to objectives of the department and organization.

**4 HIGH-MIDDLE PERFORMER**

Consistently generates results above those expected of the position. Contributes in an above average manner to the department.

**3 MIDDLE PERFORMER**

Good performance with employee fulfilling all position requirements and may on occasion generate results above those expected of the position.

**2 LOW-MIDDLE PERFORMER**

Performance leaves room for improvement. This performance level may be the result of new or inexperienced employee or an employee not responding favorably to instruction.

**1 LOW PERFORMER**

Lowest performance level which is clearly less than acceptable, and which is obviously well below minimum position requirements. Situation requires review and action.

**Additional Comments:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Strengths:** What do you see as the employee’s greatest strengths?

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**Accomplishments:** List and describe the employee’s top accomplishments and how performance was

improved during the past year.

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**Improvement:** List opportunities for improvement:

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**Goals:** What goals should the employee focus on through the next year?

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**Employee Goals/ Comments:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Pay increase? YES \_\_\_\_\_ NO \_\_\_\_\_ Change pay rate to $\_\_\_\_\_\_\_\_\_\_\_\_**

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Employee Printed Name Signature Date

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Manager Printed Name Signature Date