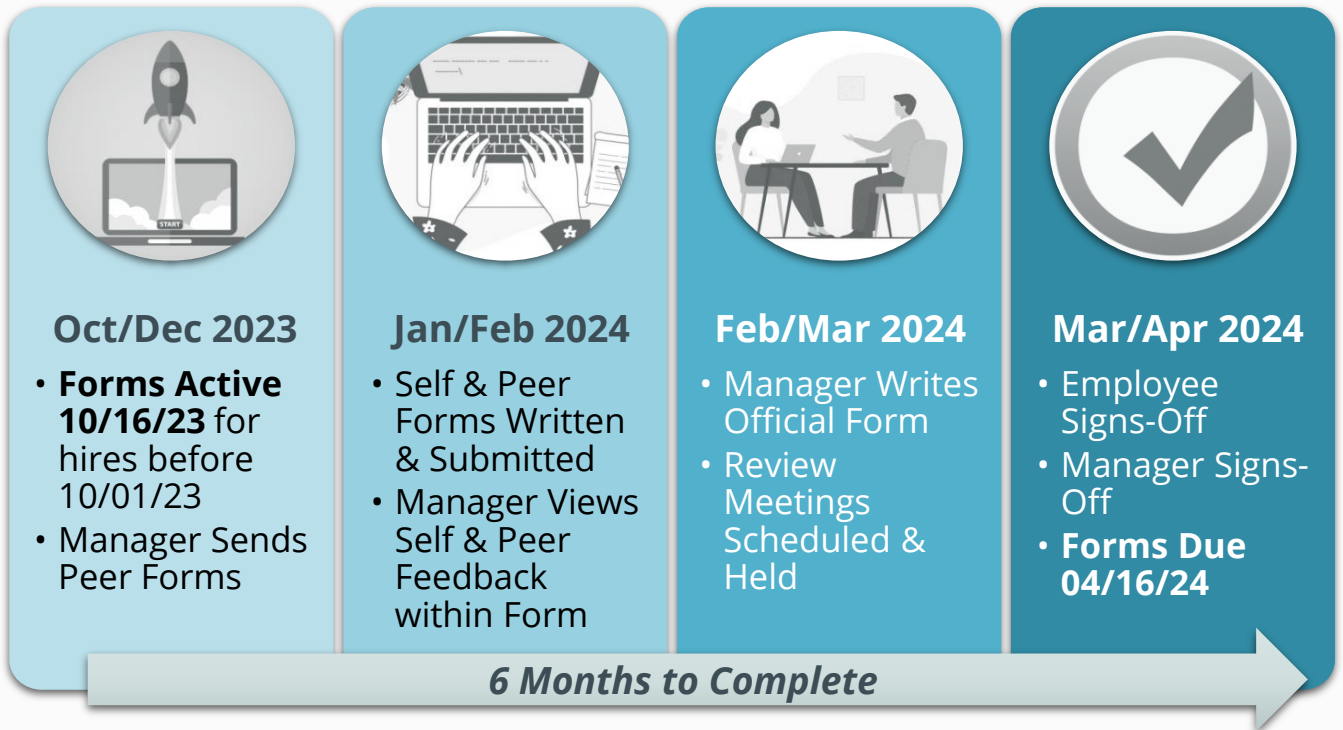


Performance Experience 2023



- ❖ **HealthStream** is our Performance Center
 - **Reflection (Review) form** assigned to 'supervisor' listed in UKGPro at launch, for all FT/PT, Regular/Relief roles through Executive, hired before 10/01/2023.
 - **Self-Reflection** automatically put in "To Do" list of each eligible Team Member at launch; **required** for all this year.
 - **Peer Reflections** assigned by manager inside the direct report's Reflection Form; required for formal leader roles & RNs in any leadership position, at supervisor's choice for all others.
- ❖ **Four Reflection Forms:** Team Member, Frontline Leader, Director, & Executive
- ❖ **Three Form Sections:** Values, Competencies, & Development (2023 Plan)
- ❖ **4-Level Success Rating Scale:** Role Model, Outstanding Contributor, Effective Contributor, & Inconsistent Contributor (see page 2 for more details)
 - 💡 **NEW:** A Values & Competencies SUMMARY section require detailed comments to clearly explain the individual's impact on patients, team, and/or outcomes.
- ❖ **Add Notes & Documents** to your HealthStream Profile now then **import easily** into the Reflection Form when activated.
- ❖ **Resources linked** inside the Reflection Form

1. Begin Adding Performance Notes in HealthStream

Profile tab → **Notes** subtab → **ADD NOTE** then complete fields

2. Begin Uploading Documents to HealthStream (ex. – Shining Star eCard, email, Patient Letter (*redacted*), certificate of achievement, output report, etc.)

Profile tab → **Documents** subtab → **ADD DOCUMENT** then complete fields

3. Hold Ongoing Conversations/Check-ins

From your perspective, share – Recent success(s) you're most proud of and why. Problems you've faced and how you topped them or how your manager can help. A subject you'd like to learn or skill you'd like to develop next year.

From leader's perspective – Share their value/impact on customer, safety, mission, or objectives you've observed recently. What one area might they focus on for continued growth and improved outcomes? What level of contribution/ success do they see themselves working currently, for each value & competency?

4. Discuss Examples of Performance at each Level of Success for their Role

ROLE MODEL: UNEQUALED in this value/competency (area). Viewed as a role model by peers, leaders, and those in other departments. Engages others in problem solving and implementation processes for varied approaches and opinions. Regularly participates in recognition and peer feedback sessions for mutual growth and development. Holds others accountable for inappropriate behaviors. Establishes aligned goals, monitors progress, and drives results.

OUTSTANDING CONTRIBUTOR: EXCEPTIONAL in this area. Consistently integrates all our values into the delivery of their job role. Demonstrates outstanding levels of effort, effectiveness, and judgement with limited or no supervision. Anticipates patient/ customer/ team member needs to deliver an elevated level of service. Values diverse opinions. Regularly exceeds objectives and demonstrates a mindset of continuous improvement. Demonstrates outstanding self and social emotional intelligence.

EFFECTIVE CONTRIBUTOR: SUCCESSFUL in this area. Effectively demonstrates our values. Respected, reliable, nonstop learner, prioritizes tasks, meets deadlines, & achieve outcomes. At times, exceeds objectives and takes on additional projects. Values diverse viewpoints. Exhibits self-awareness and takes action to resolve interpersonal or customer service issues with compassion and humility.

INCONSISTENT CONTRIBUTOR: Improvement Required immediately in this area. Rarely or inconsistently demonstrates our core values. Lacks self-awareness or consideration of customer's (e.g., patient, family, team member) perspective. Often misses deadlines and rarely takes responsibility for actions, outcomes, or behaviors. Performance and/or behaviors cause occasional issues for customers, team members, or the department.