



4-Level Success/Rating Definitions & Worksheet

for Job Role: _____

in Department: _____

ROLE MODEL (Unequaled Performance): Is viewed as a role model by peers, leaders, and those in other departments. Fluidly and naturally integrates our values into all aspects of their job. Sees opportunities for improvement and leads the way in engaging others in the problem solving and implementation processes for diverse approaches and opinions. Customer service and safety is at the heart of every action, solution, and innovation. Regularly participates in recognition and peer feedback sessions for mutual growth and development. Holds others accountable for inappropriate behaviors with a focus on growth and development. Instrumental in establishing aligned goals, monitoring progress, and driving results.

Examples of **Role Model** actions or behaviors:

1. _____

2. _____

3. _____

4. _____

OUTSTANDING CONTRIBUTOR (Exceptional Performance): 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. Regularly exceeds objectives and demonstrates a mindset of continuous improvement. Demonstrates outstanding self and social emotional intelligence.

Examples of **Outstanding Contributor** actions or behaviors:

1. _____

2. _____

3. _____

4. _____



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EFFECTIVE CONTRIBUTOR (SUCCESSFUL; Skilled Performance): Effectively demonstrates our values. Successful, consistent, reliable, meets deadlines, prioritizes tasks, and achieves 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. Is considered a “go to” person for help or ideas.

Examples of **Effective Contributor** actions or behaviors:

1. _____

2. _____

3. _____

4. _____

INCONSISTENT CONTRIBUTOR (Inadequate Performance): 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. IMMEDIATE IMPROVEMENT REQUIRED in this competency/behavior.

Examples of **Inconsistent Contributor** actions or behaviors:

1. _____

2. _____

3. _____

4. _____
