

<p>Success/Rating Description</p>	<p align="center">Patient & Community Centeredness</p> <p align="center">Walks with patients, family members, and visitors to their destination.</p> <p align="center">Treats every team members, regardless of their role, as a valued and beloved customer.</p>
<p align="center">ROLE MODEL</p>	
<p>UNEQUALED in this area.</p> <p>Is viewed as a role model by peers, leaders, and other departments. Fluidly and naturally integrates our values into all aspects of their job. Engages others in problem solving and implementation for diverse approaches and opinions. Customer service and safety is at the heart of every action, solution, and innovation. Holds others accountable for inappropriate behaviors with a focus on growth and development.</p>	<ul style="list-style-type: none"> - Creates and presents ideas or efforts that lead to a service improvement, navigation assistance, community impact, or increase in patient satisfaction. - Consistently asks "Is there anything else I can do to assist you?" - Has identified and/or implemented new and innovative ways to engage patients, customers, and team members. - Inspires others to engage a diverse audience to reflect varied perspectives, opinions, and experiences. - Goes above and beyond as a patient advocate. - Always shows awareness of the 'audience' when speaking with others by using language and examples that resonate with the group. - Narrates their "care" by explaining each step in the clinical/non-clinical process and explaining what happens next.
<p align="center">OUTSTANDING CONTRIBUTOR</p>	
<p>EXCEPTIONAL in this area.</p> <p>Consistently integrates all of 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 needs to deliver an elevated level of service. Often exceeds objectives. Shares new information and learnings with peers for improved team performance. Frequently recognizes and encourages peers in their growth and development.</p>	<ul style="list-style-type: none"> - Always stops and asks if a patient, customer, team member needs assistance or understands the information provided, if they have a look of uncertainty. - Picks up trash or other obstacles; reports spills or other hazardous conditions. - Walks beside the patient, customer, team member when interacting. - When on the elevator, connects with individuals by engaging in conversation about something important to the patient/customer. - Is open and inclusive in their approach to patients, customers, and team members. - Frequently receives thank-you notes from patients, customers, team members for their kindness and compassion. - Joins projects for better outcomes for the patient, customer, or team not for self-promotion.
<p align="center">EFFECTIVE CONTRIBUTOR</p>	
<p>SKILLED in this area.</p> <p>Effectively demonstrates our values. Exhibits self-awareness and takes action to resolve interpersonal or customer service issues with compassion/humility. If asked, will help new team members become familiar with department policies, culture and practices. Deals with others in a straight forward and honest manner. At times will provide formal or informal peer recognition when values are demonstrated.</p>	<ul style="list-style-type: none"> - Does not point when asked for direction but walks them to their desired destination. - Asks patient, customer, team member if they need help when observing uncertain behavior. - When in or waiting for elevator, gives patients priority when being transported or when elevator is at capacity. - Uses verbal and non-verbal communication to demonstrate caring and compassion. - Makes immediate eye contact, smiles, and greets the customer. - Is aware of their conscious and unconscious biases and judgements and actively works to mitigate adverse actions. - Does not interrupt while someone is speaking.
<p align="center">INCONSISTENT CONTRIBUTOR</p>	
<p>IMMEDIATE IMPROVEMENT REQUIRED in this area.</p> <p>Rarely or inconsistently demonstrates our core values. Lacks self-awareness or consideration of customer's perspective. Performance and/or behavior causes occasional issues for customers, team members, or the department. Ineffective at adapting to changed circumstances, tasks, responsibilities, and/or people. Often misses deadlines and rarely if ever takes responsibility for actions or behaviors. Frequently late to work shift and/or meetings.</p>	<ul style="list-style-type: none"> - Shows little to no acknowledgement of the patient/customer/ team member presence. - Does not smile or offer other welcoming words or body language. - Is arrogant or impatient when speaking with patients, customers, and/or other team members. - Often has poor service because they have not listened to customer needs.

Success/Rating Description	Professionalism Takes pride in professional appearance, language, and behavior. Is 'present'.
	ROLE MODEL
<p>UNEQUALED in this area.</p> <p>Is viewed as a role model by peers, leaders, and other departments. Fluidly and naturally integrates our values into all aspects of their job. Engages others in problem solving and implementation for diverse approaches and opinions. Customer service and safety is at the heart of every action, solution, and innovation. Holds others accountable for inappropriate behaviors with a focus on growth and development.</p>	<ul style="list-style-type: none"> - Considered by all to be a role model for each of our core values. - Always communicates transparently and factually, with the best intentions apparent in their words and body language. - Values and encourages diversity in backgrounds and viewpoints in order to achieve better outcomes and solutions. - Promotes and represents Augusta Health's mission, vision, and values throughout the organization and community. - Demonstrates a heightened awareness of surroundings and those within them by mitigating real or potential risks, offering assistance for those in need, and giving real-time feedback to reinforce or redirect behaviors, when needed. - Holds others accountable for speaking inappropriately about personal or health issues of patients, team members, or customers. - Proactively approach conflict as an opportunity to expand knowledge and experience.
<p>EXCEPTIONAL in this area.</p> <p>Consistently integrates all of 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 needs to deliver an elevated level of service. Often exceeds objectives. Shares new information and learnings with peers for improved team performance. Frequently recognizes and encourages peers in their growth and development.</p>	<p style="text-align: center;">OUTSTANDING CONTRIBUTOR</p> <ul style="list-style-type: none"> - Shows compassion with patients, family members, customers, and team members. - Always wears a smile and greets others. - Negativity about the team, department, or organization is never publicized. - Assumes responsibility for one's own tasks and volunteers to help others who are struggling with a deadline, approach, or project. - Always takes the time to help those in need. - Frequently provides appreciative and constructive feedback in a manner that prevents embarrassment or fear of retaliation. - Consistently set agreements for follow-up and updates, specifying when the next connection will occur.
<p>SKILLED in this area.</p> <p>Effectively demonstrates our values. Exhibits self-awareness and takes action to resolve interpersonal or customer service issues with compassion/humility. If asked, will help new team members become familiar with department policies, culture and practices. Deals with others in a straight forward and honest manner. At times will provide formal or informal peer recognition when values are demonstrated.</p>	<p style="text-align: center;">EFFECTIVE CONTRIBUTOR</p> <ul style="list-style-type: none"> - Respectfully discusses all personal and sensitive matter in a private location. - Adheres to protocols and policies regarding protected health information. - Provides feedback to others directly in an honest and timely manner. - Uses positive verbal and nonverbal behaviors in all interactions. - Often greets others when walking the hallways or acknowledges others when greeted. - Thanks patients and family members for choosing Augusta Health for their care. - Makes eye contact and warmly smiles to acknowledge those within ten feet; at five feet provide a sincere greeting.
<p>IMMEDIATE IMPROVEMENT REQUIRED in this area.</p> <p>Rarely or inconsistently demonstrates our core values. Lacks self-awareness or consideration of customer's perspective. Performance and/or behavior causes occasional issues for customers, team members, or the department. Ineffective at adapting to changed circumstances, tasks, responsibilities, and/or people. Often misses deadlines and rarely if ever takes responsibility for actions or behaviors. Frequently late to work shift and/or meetings.</p>	<p style="text-align: center;">INCONSISTENT CONTRIBUTOR</p> <ul style="list-style-type: none"> - Engages in gossip and other forms of inappropriate dialogue. - Violates social media and other information technology policies and practices. - Demonstrates a lack of value for others' opinions. - Often appears disheveled and/or unclean by wearing tattered or soiled clothes. - Demonstrates a disregard for safety and compassion in the delivery of their job role. - Is often distracted and unaware of those around them as well as opportunities to help. - Avoids eye contact with passersby or greeting people who approach their workspace.

<p>Success/Rating Description</p>	<p style="text-align: center;">Excellence</p> <p style="text-align: center;">Takes accountability for both successes and failures.</p> <p style="text-align: center;">Participates in ongoing learning opportunities.</p>
<p>ROLE MODEL</p>	
<p>UNEQUALED in this area.</p> <p>Is viewed as a role model by peers, leaders, and other departments. Fluidly and naturally integrates our values into all aspects of their job. Engages others in problem solving and implementation for diverse approaches and opinions. Customer service and safety is at the heart of every action, solution, and innovation. Holds others accountable for inappropriate behaviors with a focus on growth and development.</p>	<ul style="list-style-type: none"> - Approaches challenges and solutions without allowing fear of failure to prevent advancement of ideas and improvements. - Sets SMART goals focused on outcomes and development, both aligned to department and/or organizational objectives. - Continuously looks for new ways to streamline processes to reduce waste and improve outcomes. - Develops in-service training for the team in their areas of subject expertise. - Volunteers for stretch projects or assignments in order to grow skills. - Continuously researches peer institutions, new methodologies, and best practices related to their job and the department's role in achieving organizational initiatives. - Able to rapidly adapt to new or emergency situations with an innovative and inquisitive mindset while retaining focus on service. - Habitually uses recognition programs to nominate peers and leaders for demonstration of our values.
<p>OUTSTANDING CONTRIBUTOR</p>	
<p>EXCEPTIONAL in this area.</p> <p>Consistently integrates all of 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 needs to deliver an elevated level of service. Often exceeds objectives. Shares new information and learnings with peers for improved team performance. Frequently recognizes and encourages peers in their growth and development.</p>	<ul style="list-style-type: none"> - Prepares in advance for meetings and projects, often sending materials well ahead of time so attendees can have time to review and prepare. - Provides constructive and appreciative feedback to colleagues with clear connection to the impact of their behaviors. - Accepts feedback in an open-minded manner, focused on preventing a repeated personal or process failure. - Constantly questions the 'status quo' in order to improve current processes. - Asks questions to increase comprehension and better adapt to change. - Shares new ideas and best practices discovered in educational opportunities; summarizes learnings and shares with colleagues. - Uses evidence-based practices to improve outcomes and establish standards. - Actively seeks to remove barriers for others so they can focus on their essential tasks. - Frequently uses recognition programs to nominate peers and leaders for demonstration of our values.
<p>EFFECTIVE CONTRIBUTOR</p>	
<p>SKILLED in this area.</p> <p>Effectively demonstrates our values. Exhibits self-awareness and takes action to resolve interpersonal or customer service issues with compassion/humility. If asked, will help new team members become familiar with department policies, culture and practices. Deals with others in a straight forward and honest manner. At times will provide formal or informal peer recognition when values are demonstrated.</p>	<ul style="list-style-type: none"> - Prepares in advance for meetings and projects. - Admits mistakes and provides options of ways to improve. - Meets all or most deadlines; communicates well in advance of deadline if it will not be met and provides an updated timeline. - Asks clarifying questions to ensure understanding of role and expectations. - Takes advantage of educational opportunities. - Shares knowledge freely. - Asks subject matter experts for suggestions or advice in overcoming barriers or challenges. - Represents Augusta Health in a positive manner outside the organization and in the community. - Recognizes and celebrates the accomplishments and important milestones of co-workers.
<p>INCONSISTENT CONTRIBUTOR</p>	
<p>IMMEDIATE IMPROVEMENT REQUIRED in this area.</p> <p>Rarely or inconsistently demonstrates our core values. Lacks self-awareness or consideration of customer's perspective. Performance and/or behavior causes occasional issues for customers, team members, or the department. Ineffective at adapting to changed circumstances, tasks, responsibilities, and/or people. Often misses deadlines and rarely if ever takes responsibility for actions or behaviors. Frequently late to work shift and/or meetings.</p>	<ul style="list-style-type: none"> - Misses all or most deadlines. - Blames others for failures and takes credit for successes. - Does not respond to patients, customers, or team members in a timely fashion. - Often assumes knowledge or understanding on the part of the patient, customer, or team member so fails to take time to explain themselves or the process. - Does not seek development opportunities. - Is not self-aware of opportunities for growth. - Contributes during educational sessions only if specifically asked.

<p>Success/Rating Description</p>	<p>Teamwork</p> <p>Play an active role in decisions that affect my work.</p> <p>Manages-up/talks-up colleagues and other teams by sharing positive facts, characteristics, stories, etc. with patients and customers.</p>
	<p>ROLE MODEL</p>
<p>UNEQUALED in this area.</p> <p>Is viewed as a role model by peers, leaders, and other departments. Fluidly and naturally integrates our values into all aspects of their job. Engages others in problem solving and implementation for diverse approaches and opinions. Customer service and safety is at the heart of every action, solution, and innovation. Holds others accountable for inappropriate behaviors with a focus on growth and development.</p>	<ul style="list-style-type: none"> - Is accountable for outcomes, especially mistakes, and engages team in process improvements that prevent the recurrence of the same mistake. - Engages team in brainstorming ideas for improving team communication, processes, and sets team-related goals. - Provides a compelling description to the team of how the department and each job role is essential to achieving the organization's vision and mission. - Recognizes moments of exceptional teamwork with specific examples during team meetings, huddles, or other such gatherings. - Demonstrates empathy for team members by taking the time to listen and understand how they think and work for improved communication, development, and outcomes.
<p>OUTSTANDING CONTRIBUTOR</p>	
<p>EXCEPTIONAL in this area.</p> <p>Consistently integrates all of 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 needs to deliver an elevated level of service. Often exceeds objectives. Shares new information and learnings with peers for improved team performance. Frequently recognizes and encourages peers in their growth and development.</p>	<ul style="list-style-type: none"> - Meets or exceeds team deadlines and responsibilities. - Helps the team set, monitor, and achieve goal objectives. - Provides in-service or other training on key learnings to the team after completing developmental education. - Encourages team members to share their thoughts and ideas by demonstrating genuine curiosity and interest. Intercedes at times when team members seem to be bypassed or talked over. - Connects with team members to discover their unique skills and interests in order to leverage those on projects, research, and process improvements. - Takes the time to mentor colleagues in the moment.
<p>EFFECTIVE CONTRIBUTOR</p>	
<p>SKILLED in this area.</p> <p>Effectively demonstrates our values. Exhibits self-awareness and takes action to resolve interpersonal or customer service issues with compassion/humility. If asked, will help new team members become familiar with department policies, culture and practices. Deals with others in a straight forward and honest manner. At times will provide formal or informal peer recognition when values are demonstrated.</p>	<ul style="list-style-type: none"> - Sets clear and reasonable expectations for projects, meetings, or other such events, where serving as the leader; adheres to expectations and communicates progress in a timely manner where serving as a team member. - Shares information and ideas freely in order to help a team outcome or member. - Seeks feedback from a trusted colleague or mentor about teamwork strengths and opportunities for improvement. - Communicates in a transparent and honest manner at all times. - Actively listens to others and respects their opinions. - Assumes positive intent and refrains from passing blame or judgement on others for perceived shortcomings. - Comes prepared to meetings so the discussion will be effective and valuable for all.
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<p>IMMEDIATE IMPROVEMENT REQUIRED in this area.</p> <p>Rarely or inconsistently demonstrates our core values. Lacks self-awareness or consideration of customer's perspective. Performance and/or behavior causes occasional issues for customers, team members, or the department. Ineffective at adapting to changed circumstances, tasks, responsibilities, and/or people. Often misses deadlines and rarely if ever takes responsibility for actions or behaviors. Frequently late to work shift and/or meetings.</p>	<ul style="list-style-type: none"> - Is not open to explore more efficient or best practice approaches. - Purposefully withholds information that will help a team outcome or member. - Does not seek feedback from peers nor do they value the significance of the team. - Inhibits the growth of team members. - Inappropriately shares information gathered in private conversations. - Has difficulty putting personal feelings or prejudices aside when dealing with others. - Does not give people another chance after a mistake is made.