

Elements of Performance

Knowledge, Skill, Ability: Demonstrates the ability to perform the job and is able to apply required training and experience into job performance.

- Demonstrates command of technical/procedural aspects of the job and ensures that this knowledge is up to date over time.
- Demonstrates ability to seek new information in order to solve problems and a willingness to ask for help when necessary.
- Exhibits the self-awareness to be able to identify and strengthen areas of knowledge or skill that require further development.
- Shows openness to trying new methods in order to meet new or existing requirements associated with the job.
- Exhibits knowledge of and a commitment to compliance with applicable healthcare, local, state and federal regulations.
- Demonstrates commitment to continuous improvement and learning to enhance the quality of their work, the department, and the organization.

Reliability: Performs duties, completes work to expected standards and within time expectations.

- Demonstrates ability to appropriately prioritize work assignments and to complete duties in the assigned timeframe.
- Establishes priorities, resources and organizes work to meet required deadlines.
- Demonstrates the ability to recognize potential problems and take proactive steps to avoid them.
- Facilitates the proper flow of information through the department and organization to ensure awareness.
- Demonstrates the ability and willingness to work in a collaborative environment where ideas are exchanged and evaluated in a healthy and productive manner.
- Exhibits commitment through attendance and punctuality.

Performance: Committed to the overall goals, functions and requirements of their position.

- Demonstrates a positive work ethic, including diligence and commitment, to the success of the department and the medical center.
- Acts promptly on requests or assignments. Takes steps to insure that request has been properly understood, including required time frame and delivery or response.
- Demonstrates attention to detail and commitment to accurate results.
- Demonstrates the ability to function at an appropriate level while engaged in multiple high priority projects or activities at one time.
- Demonstrates ability to commit to a course of action from several alternatives after gathering information on a day-to-day basis from multiple sources.

Outcome Orientation: Committed to the successful completion of tasks assigned to the employee with appropriate emphasis on quality results.

- Maintains personal organization of responsibilities and/or work area in order to efficiently perform assigned tasks.
- Demonstrates a commitment to producing quality results associated with their position's responsibilities.
- Exhibits a focus on end results throughout the performance of one's duties and responsibilities.
- Exhibits personal responsibility for one's own actions and their impact on the successful completion of personal and organizational goals while avoiding making excuses.
- Exhibits the ability to prioritize activities so that those most critical functions of one's job are engaged at a time in which they can most positively impact results.

Elements of Performance TEMPLATE

This template is a resource to help you complete performance conversations with your staff. The template below will help you focus on the Elements of Performance of the job.

The general characteristics that define a rating of are listed below. To receive a rating, the employee’s performance must consistently fall within the descriptors for that category. In all cases, supervisors should be able to provide specific examples to support the rating. If needed, you may customize the specific characteristics below based on expectations for specific job categories.

A rating of Does Not Meet should be given when an employee is essentially not performing assigned tasks. If a Does Not Meet is indicated, a Performance Improvement Plan MUST be prepared. Contact your HR Consultant for guidance.

DOES NOT MEET EXPECTATIONS	PARTIALLY OR INCONSISTENTLY MEETS EXPECTATIONS	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS
<ul style="list-style-type: none"> • Working knowledge not demonstrated • Does not perform assigned tasks correctly; does not achieve desired results • Does not perform tasks in a timely manner; minimal contributions beyond what is required • Requires add’l supervision to complete tasks; add’l oversight and guidance is required • Cannot handle routinely encountered problems • Requires add’l resources to complete tasks 	<ul style="list-style-type: none"> • Demonstrates working knowledge on some, but not all, duties • Partially completes tasks • Works independently on some tasks, but needs help in others • Inconsistently handles routine problems • Shows potential, but is still learning the role • May have new tasks added to role and is still learning. • Hasn’t had time to complete a long-term task 	<ul style="list-style-type: none"> • Demonstrates working knowledge • Performs tasks correctly • Performs tasks in a timely manner • Works independently with minimal supervision • Handles routinely encountered problems • Demonstrates responsible use of resources 	<ul style="list-style-type: none"> • Improves expertise of others through coaching, mentoring, and in-service presentations • Contributes significantly to department’s efficiency by improving systems • Anticipates time constraints and seeks opportunities to complete tasks prior to deadlines • Leads internal projects/teams • Anticipates and works to prevent problems • Actively seeks ways to improve financial performance of organization