Functional Excellence Rating Scale

EXCEPTIONAL	Performance levels consistently far exceed expectations and employee serves as a role model to others. The employee's quality of work related to key functions of the role is easily recognized by others as exceptional. Employee actively supports and teaches team members.
EXCEEDS EXPECTATIONS	Performance consistently exceeds expectations due to a high quality of work related to the key functions of the role.
MEETS EXPECTATIONS	Performance consistently and clearly meets expectations related to the key functions of the role as written in the job description.
NEEDS IMPROVEMENT	Performance does not consistently meet expectations in quality of work related to the function of the role. Employee may meet most of the job requirements, but struggles to meet them all.
UNSATISFACTORY	Performance is consistently below expectations in quality of work related to the function of the role. Employee is not meeting job requirements.

So how do I translate this to my team?
1. Read through the job description role.
2. Reflect on the employee's behaviors.
3. Using the job description and the rating definitions, apply the definitions to your observations of the employee's ability to apply and demonstrate their ability to perform their daily work.

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Functional Excellence Rating Scale Examples

	Role: RN-Med/Surg	**Role:** Identity and Access Management Engineer (IT)	**Role:** Primary Care Director
	Job Description: The RN will provide care to adult patients with complex medical/surgical conditions which require close observation, monitoring and interventions, teaching and discharge planning.	**Job Description:** The IAM Engineer will provide technical expertise and direction in developing, implementing and supporting technology applications to ensure they are deployed securely.	**Job Description:** This role is responsible for the oversight of operations of multiple clinic sites. This role supports the frontline management system, is responsible for recruitment, annual performance evaluations, develops leaders, and manages financial forecasts.
Exceptional	• Is viewed as the resident expert for the team • Manages complex medications and provide accurate care with an error rate of less than 1% • Consistently communicates in a clear and respectful manner with both the patient and the care team • Seeks out best practices to improve standards and communicates these with the team, providing coaching when necessary	• Utilizes organizational knowledge to influence the design and implementation of solutions to support security policies, is viewed as a subject matter expert on the team • Learns about other team's key initiatives and actively seeks out best practices, finds ways to integrate learning into processes. • Leads and completes complex projects on time with no errors • Demonstrates a thorough knowledge of developing and implementing technology applications that are the best solution for the customer	• Is viewed as an excellent coach who actively seeks out development opportunities for leaders and team members • Provides exceptional oversight to and alignment across, multiple clinic sites • Consistently researches, applies, and shares industry best practices to remain a subject matter expert in patient satisfaction data and quality and regulatory standards • Fosters positive communication and relationships at multiple levels • Effectively develops and manages financial forecasts and budgets

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Exceeds Expectations	• Maintains high levels of accuracy and patient care that are recognized by peers and leaders • Takes pride in work and consistently strives to improve work performance • Communicates clearly, frequently and respectfully with the care team and patients	• Maintains high level of expertise in creation and maintenance of new and existing policies • Takes pride in work and consistently strives to improve the work process • Leads complex projects and brings them to completion on time and with few errors • Focuses on delivering high customer service	• Serves as an accomplished leader with the ability to effectively lead multiple clinic sites • Provides ongoing oversight to ensure each site is supported and held accountable through consistent expectations • Applies industry best practices to remain a subject matter expert in patient satisfaction trends and quality and regulatory standards • Demonstrates a high level of organizational strategies and standards and applies these to developing leaders • Effectively develops and manages financial forecasts and budgets
Meets Expectations	• Appropriately monitors and provides interventions for patients as needed • Communicates clearly and respectfully with the care team and patients • Provides patient with clear discharge instructions and answers questions in a timely manner	• Provides technical expertise and direction in developing, implementing, and supporting technology • Works with appropriate teams to execute the project • Ensures new and existing solutions meet security requirements • Performs the day-to-day tasks assigned as expected	• Demonstrates a solid understanding of responsibilities and supports daily operations for multiple sites • Supports and develops leaders • Acts as a subject matter expert in patient satisfaction data and quality and regulatory standards • Effectively develops and manages financial forecasts for sites
Needs Improvement	• Provides inconsistent appropriate patient care, occasionally making small, avoidable errors • Provides inconsistent or unclear communication with either patient and/or care team • Shows some lack of ownership for learning job function	• Inconsistently provides the technical expertise needed • Is unable to lead complex projects • Misses key components as part of designing, testing, implementing or maintaining IT security technologies • Produces low quality outcomes of day-to-day tasks and project work	• Does not have all of the needed skills and knowledge as it applies to patient satisfaction data and/or quality and regulatory standards • Inconsistently supports frontline staff and leaders, without taking an active role in their development • Holds inconsistent expectations across the clinic sites • Develops financial forecasts that are often inaccurate and/or incomplete

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Unsatisfactory	• Fails to demonstrate mastery of basic concepts, such as patient monitoring, appropriate interventions, or ability to safely operate unit equipment • Makes frequent and avoidable errors that could result in harm to patient • Communication with patient and/or care team lacks clarity and/or respect • Lacks ownership for learning job function	• Fails to demonstrate ability to provide technical expertise and direction • Is unable to effectively design and implement complex projects and/or projects have multiple errors • Produces quality of projects and design that are substandard and/or are frequently late	• Provides inconsistent or unacceptable support of frontline management and/or clinic leaders • Does not actively develop or mentor leaders • Is unable to act as a subject matter expert in patient satisfaction data and/or for quality and regulatory standards • Develops financial forecasts that are consistently inaccurate and/or incomplete

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