Performance to Goals Rating Scale

EXCEPTIONAL	Employee stands out as a key contributor and role model to fulfilling organizational goals, consistently demonstrating exceptional accomplishments. Efforts toward achievements far exceed expectations. Employee actively coaches and supports team members.
EXCEEDS EXPECTATIONS	Employee's accomplishments frequently exceed expectations in achieving organizational goals. Efforts are regularly above expected levels and are sustained.
MEETS EXPECTATIONS	Employee achieves organizational goals as they are written. Results are thorough and on-time. Efforts toward achievements are consistent.
NEEDS IMPROVEMENT	Organizational goals are not consistently achieved as written. Efforts toward achievements are inconsistent and noticeably less than expected.
UNSATISFACTORY	Organizational goals are not achieved. Efforts towards achievement are minimal.

So how do I translate this to my team?

1. Locate your employee's organizational goals in Talent *Connect.*
2. Read through the organizational goals set for your employee.
3. Using the goals and the rating definitions, apply the definitions to your observations of the employee's performance to goals.

ORGANIZATIONAL
DEVELOPMENT & LEARNING

Performance to Goals Rating Scale Examples

	Role: Clinical	Role: Non-Clinical
	Goal: Increase "Likely to Recommend" score on inpatient survey. Reduce voluntary turn-over of employees leaving Fairview by 2%.	**Goal:** Achieve $10m of net revenue cycle improvements.
Exceptional	• Works with leader to recommend solutions for patient satisfaction, evaluates the impact of solutions on a regular basis, and proposes new solutions as needed • Drives change on the unit by implementing and supporting tactics that will increase patient satisfaction • Takes an active role in understanding what contributes to patient satisfaction scores and teaches this to co-workers • Works with leader(s) to create and implement changes to increase engagement on the team and reduce turnover; leads and champions this change on the unit, providing positive feedback to co-workers	• Works with leader to seek and share best practices and improvements to standard process to increase net revenue • Understands and uses metrics consistently to track team's progress towards goals, and teaches these metrics to team members • Influences team in a way that positively impacts their progress towards net revenue cycle improvements
Exceeds Expectations	• Recommends solutions to increase patient satisfaction • Provides sustained support for changes and tactics meant to increase patient satisfaction • Understands and supports what contributes to patient satisfaction scores • Supports new ideas to increase employee engagement and decrease turnover	• Recommends and uses improvements to standard process and shares best practices to increase net revenue • Understands and uses metrics consistently to track team's progress towards goals, and reviews these metrics with the team on a regular basis
Meets Expectations	• Uses proposed tactics to support new solutions that will result in increased patient satisfaction • Participates in team discussions and proposes ideas to positively impact patient satisfaction. • Provides constructive, positive feedback to co-workers	• Uses proposed solutions, best practices, and improvement to standard process to increase net revenue • Uses metrics to consistently track team's progress towards goals
Needs Improvement	• Inconsistently uses tactics meant to increase patient satisfaction • Is inconsistent in effort with team to reach goal of increasing patient satisfaction • Attempts to engage with team members is noticeably less than expected	• Inconsistently uses solutions and improvements to standard process to increase net revenue • Inconsistent use of metrics to track team's progress towards goals

ORGANIZATIONAL
DEVELOPMENT & LEARNING

Unsatisfactory	• Does not work with team to increase patient satisfaction, and at times, the work leads to decreased patient satisfaction • Puts forth minimal effort to ensure patients are satisfied with care • Minimal interaction with team members, not engaged in work	• Does not use solutions or best practices to make improvements to the standard process to increase net revenue • Does not use metrics to track team's progress towards goals

ORGANIZATIONAL
DEVELOPMENT & LEARNING