

Associate Review Cover Page

Heather Gifford
Associate Name
Cost Center: 8315

188582
Associate Number
Submit By: Joanna Bennett

- 2 Month Review Satisfactory Unsatisfactory
- New Hire Promotion Transfer

- Annual Eligible for Annual Merit Award Pool Annual – Merit NA

Effective Date of Increase: _____ (Pay Period)

Retroactive Date: _____ (Pay Period)

Approx. Retro: _____ (hours multiplied by hourly increase)

Reason: _____

_____ Current Hourly Rate

_____ Amount of Increase

_____ New Hourly Rate

_____ Lump Sum Award (annual hours x increase) _____

- Not Eligible for Annual Merit Award:**

Probation for Absenteeism

Decision Making Day:

Three or more PIA's (list dates):

Other (attach documentation)

Joanna Bennett
Director/Vice President

9/17/13
Date

Include the following paperwork (if applicable) to process review: Clinical Skills Checklist & Confidential Statements of Affiliation & Financial Interest

Identification Information		
Associate Name: Heather Gifford	Associate Number: 1888582	Evaluation Date: 9/17/2013
Evaluator: Joanna Bennett	Evaluation Period From: 09/11/12 To: 9/11/2013	

Job Description Information		
Job Title: Service Excellence Coordinator	Job Code: 3101	FLSA Status: Exempt
Department: Guest Relations	Position Reports To (Title): Director, Customer Service	
Director Approval: Joanna Bennett	Date Revised: 9/1/2011	
Human Resources Approval: Becky Tilley	Cost Center: 8315	

Position Summary
 Responsible for participating in the identification, development and implementation of strategies to improve the patient experience and ensure associate engagement through data collection and analysis, leading teams, coordinating implementation of strategies, training/education, and associate and patient interaction.

Essential Position Accountabilities and Performance Standards

1. Accountability:

Creates an environment that supports patient loyalty and the Munroe Way by participating in educational and performance improvement opportunities for associates to be defined annually during strategic planning.

(select one box per standard)

- Performance Standard(s)
- 1.1 Provides education to all new bedside nurses regarding the Munroe Way and our culture of quality and service. Develops curriculum and provides education to Nurse residency program regarding patient loyalty and the Munroe Way.
 - 1.2 Works within existing nursing structure to identify opportunities for improvement regarding patient loyalty.
 - 1.3 Leads and participates in service mapping initiatives to improve cross-functional patient loyalty.
 - 1.4 Maintains associate relations to identify barriers to patient loyalty.

Below	Succeeds	Exceeds
	x	
		x
		x
		x
		x

2. **Accountability:**

Participates in the collection of voice of the customer, analysis, and implementation of process improvement methodologies related to customer feedback.

Performance Standard(s)

- 1.1 Facilitates teams to integrate service excellence into their daily work.
- 1.2 Employs strategies that demonstrate associate engagement in the decision process and achieved outcomes.
- 1.3 Develops and supports associate-driven service excellence initiatives.
- 1.4 Reports progress of initiatives to the organization (leadership, associates, Pt Loyalty Steering Committee)
- 1.5 Analyzes voice of the customer information (HCAHPS, interviews, etc.) to identify trends and develops effective strategies for improvement.

(select one box per standard)

Below	Succeeds	Exceeds
		X
		X
		X
	X	
	X	

3. **Accountability:**

Acts as a facilitator when service issues arise that are not appropriate for staff to address (service error recovery).

Performance Standard(s)

- 1.1 Effectively facilitates associates and patients/families with service error recovery situations.
- 1.2 Develops and provides training to associates to empower them to provide service error recovery to situations, when necessary.
- 1.3 Receives grievances and communicates them thoroughly and timely through the EMS system.
- 1.4 Uses professional and standardized methods for resolving service error recovery situations.

(select one box per standard)

Below	Succeeds	Exceeds
		X
		X
	X	
		X
		X

Department Goal

Previous Year's Team Goal (required)	
Actual Performance Your Participation Towards Goal	
Completed: Yes	
Next Year's Goal	Meet and exceed Hospital HCAHPs goal for rate hospital.

Core Behaviors

Leave blank if Competency Not Exhibited

(only select one box per behavior)

	1	2	3	4
Commitment to Munroe				X
Teamwork and Cooperation				X
Internal Relationships				X
Customer Service Orientation				X
Flexibility				X

Cells outlined in White indicate target level.

Percent of Target: 166.67%

Comments

Heather, you have done a remarkable job developing and fostering the Service Excellence Champion program, as well as the great work that you have and are doing with the ED. Patients and loved-ones who are having difficulty are blessed when you are asked to assist them. Please continue the great work that you do for the organization!

End-of-Year Scoring

Results	Score
Standards: Mean Score	2.71
Core Behaviors: Sum of Core Behaviors/Sum of Target Level of Core Behaviors	166.7%
Total Score	4.52

Associate Comments

I appreciate the continuous feedback regarding my performance. I also benefit greatly from the

The following could help me improve my job performance, achieve my goals, and/or improve my working conditions.

End-of-Year Action Plan for Improving Individual Performance

To aid in the professional growth and development of the staff member, please note any area of knowledge, skill, ability or behavior that would enhance the current level of expertise and/or prepare the staff member for their career development.

Area For Development

Action Plan

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Action planning must be addressed if employee is Below Expectations on any performance standard or behavioral target.

Two Month Review Completed (Required only for New Associates or PIP):

No

Date:

Mid-Year Coaching Session Completed (Minimum Requirement for All Associates):

No

Date:

End of Year Review Completed:

Yes

Date: 9/17/2013

Signatures

Supervisor/Reviewer Signature and Date

Bennett 9/17/13

Director Signature and Date

Kevin Lifford

Associate Signature and Date

9/17/13

Position Requirements and Qualifications

	<i>Minimum Requirements</i>	<i>Preferred (Optional)</i>
Education	Bachelor Degree	Master Degree
Licensure or Certification	RN	BSN, MSN
Experience	A nursing professional with at least 3 years experience in developing programs and working to motivate associates in performance improvement.	
Skills, Knowledge, Abilities	Must possess excellent relationship and communication skills. Must possess analytical skills necessary to problem solve and coordinate solutions to customer issues. Must demonstrate computer proficiency (word processing, spreadsheet applications)	

Age-specific competency requirements: No

Exposure to blood borne pathogens: No

Job Analysis Current: No