

St James Parish Hospital Performance Review Process

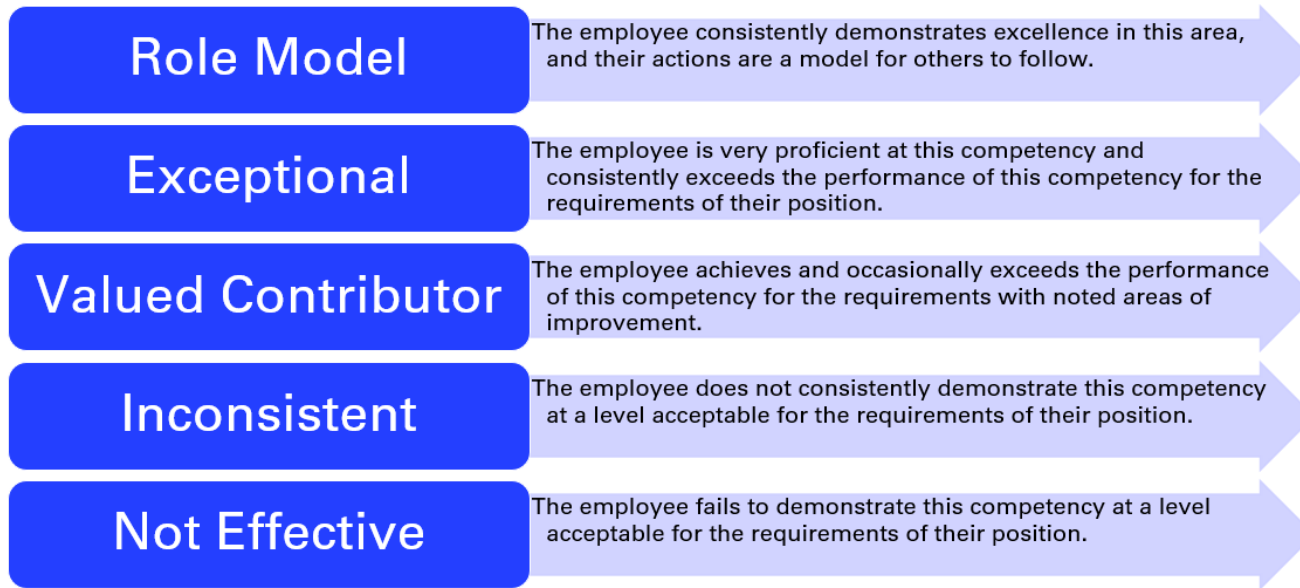
Summary of Changes

- Fully contained within UKG
- 6 Standards of Performance replace 10 Behavioral Elements
- Optional Self-Review
- Updated Qualitative Rating Scale
- New mid-year Checkpoint

Standards of Performance

Commitment to My Coworker	Commitment to Patients	Communication	Safety Awareness	Self-Management	Stewardship
<ul style="list-style-type: none">• We are linked to one another by a common purpose: serving our patients and our community. Our coworkers, therefore, are our teammates. We will treat co-workers with the respect, courtesy, and concern that they deserve. We will be team players and recognize that every position is important to the success of our organization. We will support coworkers in every department, offer a helping hand when in need, and not allow them to fail.	<ul style="list-style-type: none">• Our patients' time and needs are important. We strive to provide our patients with prompt, courteous service and professional care, always keeping them informed of delays and making them feel comfortable while they wait	<ul style="list-style-type: none">• The goal of communication is understanding. We must be committed to listening attentively to our customers and co-workers to understand their needs fully. Close attention should be given to both verbal and nonverbal messages. Our communication with customers should be relevant, expressed clearly, and delivered timely. Communication will always be effective, empathetic, and considerate of cultural differences.	<ul style="list-style-type: none">• We will provide a safe environment for patients, visitors, and coworkers by committing to communication and teamwork skills to promote safe practices	<ul style="list-style-type: none">• We will promote accountability by being responsible for our actions. We will follow through on our commitments. We can count on each other. We will be self-motivated and driven to perform at our highest level.	<ul style="list-style-type: none">• We are entrusted with the care of the hospital's resources. We will be good stewards in careful planning, management, and handling of financial resources, tools and equipment, healthcare resources, and human resources. We will reduce waste and consider the impact of our actions.

Qualitative Rating Scale



Timeline

