

Provider Name:		Provider ID #:	
Position Title:		Department:	
Evaluator Name:		Evaluation Type:	<input type="checkbox"/> Annual <input type="checkbox"/> Interim
Evaluation Period:	From: Thru:	Overall Rating:	

Merit Increase Matrix

Performance Evaluation Score	% Increase to Base Pay
4.5 – 5.0	4.5%
4.0 – 4.49	4.0%
3.5 – 3.99	3.5%
3.0 – 3.49	3.0%
2.5 – 2.99	2.0%

Does the employee have direct reports? Yes No

Ratings: Use the ratings below to determine how well a Provider performed in each of the categories. All ratings of "1, 2 or 5" must be supported by specific comments and examples.

Rating	Definition
5 Exceptional	Provider significantly and consistently exceeds performance expectations and job requirements, including behavioral standards.
4 Exceeds Expectations	Provider consistently meets and frequently exceeds performance expectations and job requirements, including behavioral standards.
3 Meets Expectations	Provider consistently meets performance expectations and job requirements, including behavioral standards.
2 Needs Improvement	Provider does not consistently meet performance expectations and job requirements, including behavior standards. Provider may still be learning the job and/or functions and requires additional time to develop.
1 Unsatisfactory	Provider does not meet performance expectations and job requirements, including behavioral standards. Improvement is needed in most aspects of the job.

	N/A	5	4	3	2	1
Clinical Practice						
Required clinical knowledge and skills essential for patient care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adheres to scope of practice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps up to date in all relevant knowledge and skill areas for the role in evidence-based care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accesses and uses current resources effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides age and population specific related care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensures appropriate utilization of referrals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clinical Practice Score						
Quality						
Accurately and carefully follows policies and procedures for completing work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensures high-quality work (resulting in minimal acceptable/zero errors).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attentive to all details and aspects of a job or process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure charting and notes are clinically sufficient, clear and concise.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure measurements of peer-to-peer average.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality Score						
Work Efficiency						
Completes work in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works in an organized manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	N/A	5	4	3	2	1
Prioritizes and plans work assignments effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meets commitments and deadlines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works to problem solve effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closing encounters and in-basket messages in timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work Efficiency Score						
Patient Experience						
Responds promptly to requests for information and/or assistance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains a competent and professional demeanor in dealing with patients/clients and the public.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applies principles of trauma informed care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexible and receptive to patients' needs in regard to walk-ins, late arrivals etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anticipates patient/client needs and provides the right level of service for that patient/client.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recognizes impact of ACE's and creates a plan, including patient education that is ACE informed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quarterly patient satisfaction rate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Referral rate as measured by intent/willingness to refer survey question.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Experience Score						
Communication						
Demonstrates Relationship-Centered-Communication with patients and staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verbal & written communication are clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responds to emails and messages in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completes patient forms timely.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works to communicate differences respectfully and constructively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication Score						
Behavioral						
Ensures solution-focused behaviors in work setting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solicits and accepts feedback and uses it to improve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Models behaviors as a leader consistent with BGR.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shows respect and cultural humility in regard to differences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establishes and maintains positive and productive work relationships with co-workers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approachable for consults.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Takes responsibility for actions, decisions, and deliverables, including completing on time: CME requirements, licensing certifications, and credentialing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meets attendance and punctuality guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shows commitment to team objectives and participates in team huddles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Behavioral Score						
Competencies Sub-Score:						

	5	4	3	2	1
ADDITIONAL PERFORMANCE COMPETENCIES FOR STAFF WITH SUPERVISORY AND/OR MANAGERIAL RESPONSIBILITIES					
Collaboration					
Builds good morale or cooperation within the team to build cohesiveness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works to resolve conflicts, within and/or across teams, by clarifying understanding, listening for underlying concerns, and defining areas of agreement and of disagreement between parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifies opportunities and takes action to build strategic relationships between one's area and other areas, teams, or departments to help achieve business goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicates appropriately within and outside of the department to ensure continuity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaboration Score					
Problem Solving and Decision Making					
Recognizes issues, problems, or opportunities and implements solutions where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creates relevant options for addressing problems/opportunities and achieving desired outcomes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Includes others in the decision-making process as warranted to obtain good information, make the most appropriate decisions, and ensure buy-in and understanding of the resulting decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem Solving and Decision Making Score					
Appraisal and Development of Staff					
Delegates work in appropriate areas to appropriate individuals, based on ability and potential.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensures team members have the necessary information to do their job; ensures individuals understand their role responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides staff with continual constructive feedback that is clear and direct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helps staff see the potential for developing their skills; assists them in eliminating barriers to their development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fosters continuous learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Addresses performance issues directly and promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collaboratively works with direct reports to set meaningful, specific performance goals that align with team/departmental goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completes and conducts performance evaluations of staff on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appraisal and Development of Staff Score					
Accountability					
Models accountability for others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anticipates the implications of changes (e.g., workload, staffing, funding, policy changes) and takes action to avoid any interference with effective service and/or program delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understands and demonstrates behaviors that drive compliance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accountability Score					
Comments:					
Supervisory Sub-Score:					

Achievements: Describe the Provider's most significant strengths and accomplishments during this review period.

Areas for Improvement: Describe areas for development and actions, which should be taken in order to enhance the Provider's development.

Provider Comments (optional):

Goal Setting: Identify at least one to two goals to be accomplished in the upcoming performance year. Each goal should be Specific, Measurable, Attainable, Realistic and Time-bound and may include professional development plans.

Goals for Next Evaluation Period:	

Provider Acknowledgement

By signing this document, I certify that for this evaluation period:

- My supervisor/manager has reviewed and discussed the performance evaluation with me.
- I have read, understood and acknowledge that I am required to follow the guidelines in the Injury and Illness Prevention Program Statement.
- I have read, understood and acknowledge that I am required to follow the guidelines in the Code of Conduct, Confidentiality and Compliance Statement.
- I have completed and understand the content of the trainings on the Mandatory Training Calendar, and any additional training requirements, and agree to abide by all applicable policies and procedures.

Signatures

 Provider Signature _____
Date

 Supervisor Name (Print) _____ _____ _____
Signature Title Date