



<b>Name:</b>	<b>Job Title:</b>	<b>Hire Date:</b>
<b>Review Date:</b>	<b>Supervisor:</b>	<b>Program:</b>

**VISION**

**Our Vision** is to be a recognized healthcare industry leader building profits through an unrelenting commitment to exceed customer expectations.  
**Our Mission** is to be a trustworthy and outcomes-driven partner that empowers customers to achieve their goals with flexible and intelligent healthcare services.  
**Our Core Value** is **S-E-R-V-I-C-E**

**AppR.A.I.S.E. High Performing Employee**

In order to realize our vision and maintain our core value, Liberty Healthcare Corporation employees must be high performing and customer focused. This means going beyond the duties of the job description and excelling in these five performance areas while being responsive, anticipatory, immediate, service oriented and willing to exceed expectations for our customers.

<b><u>Skills/Focus Area</u></b>	<b><u>Exceeds Expectations</u></b>	<b><u>Meets Expectations</u></b>	<b><u>Below Expectations</u></b>
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<b><u>Efficiency</u></b>	You take pride in your work and are always looking for ways to streamline procedures to improve efficiency and work performance. Because you value, support and inspire the highest quality of customer service, you deliver services and solutions that exceed your customer's expectations and always follow up on your service promises.	You understand the need for and benefits of quality service. You set priorities and adjust them as needed when unexpected situations arise. Your required work is completed on time with minimal errors. You deliver high quality service to your customers and ensure that your customers' needs are fulfilled.	Further work needs to be done to show your understanding of how to prioritize to complete your work accurately and on time and improve your role in customer service delivery.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments:</i>			

<u>Skills/ Focus Area</u>	<u>Exceeds Expectations</u>	<u>Meets Expectations</u>	<u>Below Expectations</u>
<u>Productivity</u>	You analyze and prioritize critical problems and stay focused on those critical problems until they are successfully resolved. You have proven to be highly proficient in terms of adjusting and adapting service delivery to diverse customer needs and sensitivities as evidenced by comments received by managers and co-workers on the high levels of your accuracy, work productivity and successful follow through despite time pressures and obstacles.	You have a good understanding of day-to-day work tasks. You use time and resources efficiently and effectively. You are able to identify and solve urgent, high impact problems first, while looking for ways to improve service.	Further work needs to be done to distinguish between critical and noncritical issues. Improvement needed on work methods and understanding of customer service needs.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
<u>Cooperation</u>	You inspire and work with others to find creative solutions and innovative processes and practices to improve quality of service. Consistently identifies the root cause of problems, conducts research or seeks counsel of experts to information gather for informed decision-making. You demonstrate effective leadership.	You work cooperatively with others using good judgment to solve problems. As a result of your efforts you find workable solutions to problems.	Further work needs to be done to change the perception that you display behavior that is viewed as uncooperative. Efforts to show improvement in willingness to take responsibility, ability to be more flexible and overall demeanor with colleagues and customers are needed.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		

<u>Skills/ Focus Area</u>	<u>Exceeds Expectations</u>	<u>Meets Expectations</u>	<u>Below Expectations</u>
<u>Effective Communication</u>	You demonstrate excellent oral and written communication skills. Your colleagues feel comfortable coming to you with questions and comments. You thoughtfully refer customers to resources.	Your written documents are accurate and well written. You seek guidance and ask questions when you are not sure of what to do. You effectively adapt your customer delivery strategies and techniques to your individual customers' needs	Further work needs to be done on adapting personal style to our unique customers. Improvement needed on tone of voice and messaging when dealing with others.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		
<u>Improve Performance Over Time</u>	You are proactive in seeking out opportunities to improve your skills and consistently improving your work performance. You proactively ask for feedback from supervisors, supervisees and customers. You are supportive of others efforts and are willing to share feedback with your team to improve the quality of service.	You take actions to improve your performance and accept feedback from others when offered. You actively work to avoid repeating mistakes and regularly seek input from customers on the quality and timeliness of your service delivery, incorporating recommendations into your processes and practices. You are inventive in terms of "quick wins" to improve service delivery.	Further work is needed on meeting customer needs and providing high quality service. An understanding of how you are perceived when faced with gaps or errors in service needs to be gained in order to improve these perceptions and gain customer approval.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		

<u>Skills/ Focus Area</u>	<u>Exceeds Expectations</u>	<u>Meets Expectations</u>	<u>Below Expectations</u>
<u>Team Work</u>	You display initiative and enthusiasm during every workday. You are available when needed for supervisors and other team members. You anticipate problems before they occur and you draw on the knowledge and skill of other team members.	You work with others to set mutual goals and deadlines and adjust to policy, procedure or work method changes. Your tasks are carried out as assigned on time. You keep your supervisor and other team members informed of potential problems. You share detailed information and accurate documentation with appropriate team members.	Further work is needed to adjust behavior to working in a team environment. Team work requires input from all team members and an openness to other points of view while meeting individual work goals along with team goals.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Comments:</i>		

I. **COMPETENCIES:** (if employee does not receive a 3 or above, development plan required)

RESPONSIBILITIES	SUMMARY OF PERFORMANCE

**RATING**

**Total Rating**

**Overall Rating:**

5. Distinguished – Performance is exemplary by a significant degree. Employee invariably demonstrates master-level performance.
4. Superior – Performance is continually superior and regularly and consistently goes beyond what is expected.
3. Fully Successful – Performance consistently meets the critical requirements of the position and the employee performs at the level expected.
2. Needs Improvement – Performance falls below what is required for the position, and the individual needs to improve in specified areas.
1. Unsatisfactory – Performance is unacceptable. Immediate and sustained improvement is mandatory. Human Resources will be involved to establish a performance plan.

Client feedback has been incorporated in this evaluation     Not applicable

**II. FEEDBACK FROM CUSTOMERS, SUPERVISORS, CO-WORKERS, CONSUMERS, ETC.:**

**III. PROGRESS ON PREVIOUS YEAR'S GOALS:**

**IV. GOALS FOR THE COMING YEAR: SMART GOALS INCLUDED: (Specific, Measurable, Attainable, Realistic, Timely)**

v. **SELF EVALUATION:**

vi. **APPRAISER COMMENTS:**

vii. **SIGNATURES:**

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**Employee Signature and Date**

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**Appraiser Signature and Date**