

CORE VALUES WORKSHEET

Employee Name: _____ Department: _____ Supervisor: _____

VALUE	DOES NOT MEET STANDARDS	MEETS STANDARDS	EXCEEDS STANDARDS	SELF	MRG
<p style="text-align: center;">Respect</p> <p><i>Employee embraces the value of each person, sensitive to each individual's unique and diverse needs.</i></p>	<ul style="list-style-type: none"> Interrupts others. Shows indifference to others. Responds in an intolerant, discourteous tone. Uses inappropriate facial and other nonverbal messages such as eye-rolling, raised eyebrows, etc. Gossips and disregards the impact it may have on others or the hospital. Not responsive to the opinions or needs of others. Fails to respond in a timely manner. Acts rushed. Does not greet patients and co-workers. Uses poor phone etiquette. 	<ul style="list-style-type: none"> Acknowledges and greets patients, co-workers and visitors using eye contact where appropriate. Uses tone and approach that is empathetic and culturally sensitive. Displays assertive non-verbal communication that complements the message. Listens with the intent to understand; lets people speak before speaking. Suspends judgment and treats each individual fairly. Shows patience, kindness, and offers assistance. Ask people what they need vs. tell people what is needed. Is on time for meetings and appointments; is respectful of other's time; and communicates delays. Does not condemn or criticize others for their differences; instead, is accepting and is an advocate for the UH community. Sees the value in every person, from the housekeeper to the CEO. Treats everyone equally, regardless of the position. Is present, ignores distractions such as cell phone, phones, and other electronic devices. Responds to emails and phone messages within 24 hours, empties voice mailbox daily, and uses out of office message when absent. Allows employees to make decisions that affect their work (S). Keeps staff informed of hospital events and department and hospital initiatives consistently (S). 	<ul style="list-style-type: none"> Takes time to genuinely know others; not just what they do, but who they are. Anticipates the needs of others. Is the first to volunteer for hospital initiatives both during and outside of the work day. Always show kindness and patience with patients and co-workers, even under difficult circumstances. Takes the time to nominate worthy candidates for employee awards. Invests time, knowledge and when appropriate, hospital resources to develop people's talents and self-confidence (S). 	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>					
<p style="text-align: center;">Reliability</p> <p><i>Employee is passionate about the care we provide and is accountable to other's to achieve high quality, safety and service.</i></p>	<ul style="list-style-type: none"> Lacks enthusiasm and regularly acts glum and negative. Resists learning new skills. Cuts corners regarding safety and quality; puts people at risk. Does not respect hospital processes, procedures and protocol. Blames others. Does not follow through. Doesn't report or attempt to improve a dangerous situation. Accepts "good enough" behavior (S). 	<ul style="list-style-type: none"> Provides high-quality care and service. Follows infection control protocols. Is on time and ready to work. Admits mistakes and apologizes when appropriate. Does the job to the best of your ability, consistently. Follows through with what you say you are going to do. Meets deadlines and keeps people updated. Takes initiative to be informed. Works efficiently and effectively, even when no one is watching. Takes ownership for job responsibilities and job duties. 	<ul style="list-style-type: none"> Approaches others when infection control practices are not followed. Arrives early and ready to work. (to work, meetings, events, etc.) Is a relentless and creative problem-solver. Always tries to help; regardless of who has the problem or what it is. Is flexible and adaptable under all circumstances. Provides regular feedback to department members; always tries to be motivating and constructive. Always follows hospital policies, procedures, or protocols even during difficult situations. 	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>					

SCORE: 1 • Does Not Meet Standards 2 • Meets Standards 3 • Exceeds Standards
(S) - For supervisor evaluation only

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Employee Name: _____ Department: _____ Supervisor: _____

VALUE	DOES NOT MEET STANDARDS	MEETS STANDARDS	EXCEEDS STANDARDS	SELF	MRG
<p style="text-align: center;">Teamwork</p> <p><i>Employee communicates and collaborates to achieve shared goals, recognizing the contribution of each team member.</i></p>	<ul style="list-style-type: none"> Uses the phrase, "It's not my job." Unwilling to cooperate with the team. Shirks or avoids responsibility. Acts controlling of others. Promotes conflict and infighting. Self-promoting. 	<ul style="list-style-type: none"> Works well with others. Does not hold grudges. Encourages and respects other's input. Is proactive; willing to pitch in where needed. Is aware if someone needs help. Demonstrates that it is everyone's job to address the issue and solve the problem. Shows empathy for your co-workers. Shares resources; eager to learn and shares information. Includes patients and families as part of the team. Gives credit to others. Supports team decisions. 	<ul style="list-style-type: none"> Is able to energize, orient and engage team members. Acts appreciative of everyone's contributions. Recognizes that an effective team is comprised of a diversity of people and talents. Promotes a peaceful and productive environment. Publically praises the team and expresses appreciation. 	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
<p style="text-align: center;">Integrity</p> <p><i>Employee holds themselves to the highest ethical standard and is committed to an honest and equitable environment.</i></p>	<ul style="list-style-type: none"> Hides facts and figures to protect oneself. Makes frequent compromises that negatively impact others. Takes the easy way out; rather than doing what's best. Does not keep promises or commitments. Possesses a weak or inconsistent morale compass. 	<ul style="list-style-type: none"> Complies with all federal, state, and hospital policies. Is truthful and honest in all interactions and job responsibilities. Does the right thing when no one is looking. Shows consistent safe and multicultural care for patient. Does not gossip or perpetuate rumors about patients and co-workers. Maintains confidentiality. Work is thorough and accurate. 	<ul style="list-style-type: none"> Is transparent in all business dealings without exception. Has excellent communication skills; keeps everyone informed; even if the news is bad. Is honest, fair and straightforward. Leads by example. Admits mistakes and provides ideas for correcting the problem. Is always confidential. 	<input type="checkbox"/>	<input type="checkbox"/>
Comments:					
<p style="text-align: center;">Stewardship</p> <p><i>Employee responsibly manages resources for our patients, their families and the communities we serve.</i></p>	<ul style="list-style-type: none"> Uses supplies for personal use. Orders unnecessary supplies or equipment. Hires outside vendors rather than utilizing hospital personnel. Does not consider practical ways to conserve the hospital's budget. Fails to research more cost-effective options, when making departmental purchases. 	<ul style="list-style-type: none"> Is fiscally responsible; uses judgment when making purchases. Comes to work, leaves work, and returns from breaks on time. Does not waste resources, conserves use of hospital supplies. Provides suggestions to streamline processes and cost saving measures to be more efficient. Volunteers service to our community (internal and external). 	<ul style="list-style-type: none"> Is proactive about finding ways to economize within the organization and encourages others to do the same. Utilizes hospital talent first, rather than hiring outside consultants. Designs programs which benefit our community, patients or staff; engenders others to participate. 	<input type="checkbox"/>	<input type="checkbox"/>
Overall Comments:					

I commit to enhancing the life of the people we serve by demonstrating the behaviors that show our University Hospital Core Values.

Signature: _____ Date: _____

SCORE: 1 • Does Not Meet Standards 2 • Meets Standards 3 • Exceeds Standards