

Sample Performance Review Rating Expectations

These three pages contain a few examples of what might be expected from team members who fall into each of the Meets, Meets Plus, and Exceeds rating categories for several sample job roles.

For **team members** filling out their self-evaluation form, think about your job performance and how similar it is to these examples. This is a good starting place to think about how to rate your performance in your self-evaluation.

For **managers**, these examples share other leaders' expectations and how they approach ratings. While each role is different, it is important for all leaders to approach ratings consistently in order to be fair to all team members and to help identify opportunities for team members to develop.

► **Note:** The sample roles are based on responses to a manager survey. Minor changes were made to some responses where multiple survey replies for a job role were combined to create a sample for that role, as well as to ensure consistent verbiage across all examples.

ROLE TITLE	"Meets"	"Meets Plus"	"Exceeds"
Manager/Senior Manager	<p>What you might expect from a team member who is consistently meeting expectations for this role.</p> <p>Completes/performs all responsibilities in a timely manner</p> <p>Always performing their duties to ensure the job is done, and able to do other duties as assigned</p>	<p>What you might expect from a team member who is consistently more than meeting expectations for this role.</p> <p>In addition to performing all responsibilities, anticipates the needs of others and is consistently proactive in a manner that results in success for other team members</p> <p>Demonstrates growth in responsibility</p> <p>Looks out for others on the team and volunteers to take on tasks that have come up</p> <p>Doesn't wait to due dates to complete assignments</p> <p>Assigns and cross trains others to better their skills</p>	<p>What you might expect from a team member who is consistently exceeding expectations for this role.</p> <p>All of Meets and Meets Plus, as well as identifies new opportunities for success and growth of responsibilities</p> <p>Repeatedly contributes to overall success of others that results in both improved financial and brand performance</p> <p>Identifies issues and provides potential solutions</p> <p>Frequently identifies and implements process improvements</p>

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ROLE TITLE	"Meets"	"Meets Plus"	"Exceeds"
A/R Follow-up Representative	<p>Displays and embraces all of NorthShore's Service Values</p> <p>Understands and completes the functions in their role on a regular basis</p> <p>Consistently meets weekly productivity and monthly quality</p>	<p>Always displays the NorthShore Service Values</p> <p>Consistently exceeds in both productivity and quality</p> <p>Helps other members on the team and will take on additional tasks as needed to help out the team.</p>	<p>Displays and will remind others about the importance of the NorthShore Service Values</p> <p>Always exceeds productivity and quality</p> <p>Seeks out additional work and/or completes tasks they find necessary without being told</p> <p>Always willing to help others and will go above and beyond on a regular basis</p>
Mammography Technologist	<p>Meets the goal standards of the job</p> <p>On the lower end of normal as far as exams completed each month</p> <p>Not actively looking to help out but will help when asked</p>	<p>On the higher end of normal for exams completed each month</p> <p>Takes on additional work without being asked</p> <p>Volunteers to help all other employees</p> <p>Goes out of the way to help patients</p>	<p>Above average as far as exams completed each month</p> <p>Helps teach staff when needed</p> <p>Staff see this person as an expert in the department and often goes to them for assistance and guidance</p> <p>Actively seeks ways to assist patients and staff</p> <p>Suggests ways to improve the department</p>

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ROLE TITLE	"Meets"	"Meets Plus"	"Exceeds"
	What you might expect from a team member who is consistently meeting expectations for this role.	What you might expect from a team member who is consistently more than meeting expectations for this role.	What you might expect from a team member who is consistently exceeding expectations for this role.
Medical Assistant	Consistently performs job duties in pleasant and appropriate manner, such as: <ul style="list-style-type: none"> • Rooming patients • Rx auths • Results notes • Stocking rooms 	Volunteers to help with scanning, abstracting Consistently takes initiative	All of Meets and Meets Plus Always volunteers to assist the team as a whole, going beyond job duties
Patient Accounts Specialist	Arrives on time Minimal errors Follows policies and procedures of the department Team player	Takes initiative Goes above and beyond to ensure they're consistently meeting the collection and registration goals	Always going above and beyond Always meeting the collection goals Always taking initiative communicating with the leads and management Able to take on other duties and volunteers for assignments
Physical Therapist I	Upholds Service Values Maintains 70% productivity Timely in completing documentation	Is an active participant in a "special group" Brings information back to their clinic to share Offers appointment to treat the patient of an unavailable colleague	Volunteers to adjust schedule to accommodate patients based on the patient's needs Volunteers to cover patients at other sites Develops and delivers a clinical competency "Calls out" staff who aren't upholding NorthShore's mission or Service Values Steps in for problem solving when the manager is unavailable