Staff Confidential

HealthCare
Corporation of St. John's

Performance Development Form

Annual	Triennial	Trial	Probationary

Please Print	
Name: BARRY DYER	Position Title: PATHOLOGY MANAGER
Department/Program: LABORATORY	Site: CORP WIDE
Date Started in Current Position: MAR04/02 Total Years of Service: 16 YRS	Length of Time Reporting to ~~Manager~~: DIRECTOR TERRY GUILLOER
Evaluation Period From: MAR 02 To: OCT 02	Other Contributors:
Next Evaluation Date: APRIL 2003	

We constantly strive to improve our personal performance.

Mission

We, as a regional health care organization with unique provincial responsibilities, are dedicated to the health and wellness of all persons, families and communities through the provision of comprehensive health care services, education and research in partnership with government, health-related agencies and the community.

Vision

ENTERED

We are committed to a strong health care system.

Values

The Health Care Corporation of St. John's believes in and promotes the following statement of values. We will be guided by these values in our decision making and in all our activities.

Respect for Person	- We respect the dignity of all persons.
Caring Community	- We believe that care is shown by the attitudes and actions of our health care community.
Justice and Fairness	- We are committed to most equitable allocation of available resources.
Collaboration	- We believe that communication, teamwork and partnerships are essential.
Pursuit of Excellence	- We are committed to providing the highest standard of care delivered in a learning environment.

Health Care Corporation of St. John's Generic Competencies

Client Centered – *Provides care/service which is centered on the client.*

- identifies the clients served by the individual, group or team
- identifies the needs and expectations of clients
- monitors outcomes of care or service
- evaluates how well the care or service provided meets the needs of clients

Learning and Development – *Uses a planned approach to improve the performance of self and others.*

- identifies learning and development needs
- participates in continuing education and training
- maintains the knowledge, skills and abilities necessary to perform job responsibilities
- seeks, uses and provides informal and formal feedback
- shares new knowledge and skills

Communication – *Openly and respectfully exchanges information in a way that promotes mutual understanding.*

- provides relevant information that is timely, accurate, understandable and complete
- maintains confidentiality of clients, staff and the Health Care Corporation
- actively listens
- demonstrates understanding by accurately restating the communications of others
- obtains accurate and complete information for clients, co-workers, members of the public, and others
- respects the knowledge and opinions of others

Quality Focus – *Continuously strives to meet and exceed client expectations.*

The eight dimensions of quality provide a framework for the quality focus competency. The eight dimensions of quality are continuity, safety, competence, acceptability, effectiveness, appropriateness, efficiency, and accessibility.

- looks for ways to improve processes for identifying and meeting client needs
- shows a concern for the safety and well-being of clients, visitors, coworkers and self
- provides safe and respectful care/service
- maintains a safe work environment

Decision Making – *Makes decisions and/or solves problems based upon analysis, experience and judgement.*

- demonstrates a willingness to make decisions (and/or solves problems) within one's scope of responsibility
- gathers factual information from a variety of sources
- makes decisions (and/or solves problems) in a timely manner
- evaluates the effectiveness of decisions and solutions to problems
- accepts responsibility for decisions

Resilience – *Demonstrates an ability to adjust and move forward when faced with challenging circumstances.*

- demonstrates a receptiveness to change
- maintains composure and ability to perform in stressful situations
- demonstrates an openness to new ideas and new ways of doing things

Dependability – *Demonstrates reliability.*

- demonstrates punctuality
- uses time responsibly
- recognizes the importance of and practices good attendance
- consistently fulfills obligations

Financial Responsibility – *Uses available resources in an efficient, appropriate and cost-effective manner.*

- delivers care/service in a way that minimizes effort, waste and cost while maintaining quality and achieving desired results.
- uses the right resources to deliver the care/service needed
- shares resources with others

Team Work – *Works collaboratively with others to achieve shared goals and objectives.*

- participates in the development of the goals and objectives of the team
- works towards achieving the goals and objectives of the team by sharing expertise and experience
- supports the efforts of the team by being open to and giving constructive feedback
- manages conflicts within the team
- demonstrates a respect for the thoughts and opinions of team members
- supports the decisions of the team
- positively reinforces team members

CIHRT Exhibit P-2318 Page 3

Insert for Managers

Name: Barry Dyer

Performance Expectations for Managers	Comments with Examples
Team Leadership - *Has the ability to lead a team or other group and the capacity to create effective team work either through direct action or by empowering the members of the team.* ➪ informs people affected by a decision what is happening. ➪ makes a personal effort to treat all group members fairly ➪ promotes team morale and productivity ➪ communicates the Health Care Corporation of St. John's mission, vision, values and goals, working towards understanding. ➪ meets the information and resource needs of the team, so that the team can meet it's goals.	[redacted]
Managing and Developing People - *In collaboration with staff, team members, partners, and clients sets performance expectations that support the goals, objectives and strategic directions of the Health Care Corporation of St. John's. Fosters a supportive learning environment within which performance expectations are met.* ➪ establishes program, departmental and individual goals, objectives and performance expectations by involving staff and other stakeholders. ➪ evaluates individual, team and departmental performance. ➪ provides coaching, feedback and guidance to facilitate goal attainment, personal development and job satisfaction. ➪ establishes a supportive environment for learning and innovation. ➪ acknowledges and shows appreciation of individual and team achievement	[redacted]
Financial Management - *Manages financial resources in an effective and efficient manner.* ➪ establishes operating budgets for area of responsibility ➪ monitors performance against budget and takes action to correct variances ➪ identifies means and methods of cost savings as part of a regular review ➪ adjusts budget in response to changes in Health Care Corporation of St. John's direction and environment, reallocating financial resources and activities to balance budget ➪ manages attendance of employees	[redacted]
Managing Change And Transition - *Productively uses change and transition strategies to facilitate real solutions to present and future problems.* ➪ involves, engages, and communicates openly and frequently to stakeholders along the continuum of the change and transition process ➪ leads stakeholders from the change, through the transition to the new reality ➪ effectively manages the people problems that are inherent in the change and transition process ➪ builds a constructive atmosphere for change and transition to occur ➪ mitigates the effects of stress and anxiety that can result from the change and transition process	[redacted]

Staff Confidential

Performance Development Form

See Definition of Competencies. *** To be initialed by staff member and manager**

Competencies	Discussed *	Competencies	Discussed *
1) **Client Centered:** Is focused on providing client centered care or service.		2) **Communication:** Is open and respectful.	
3) **Decision Making:** Is undertaken based on analysis, judgement, and experience.		4) **Dependability:** Attends work, uses time well, is punctual, and fulfills obligations.	
5) **Financial Responsibility:** Uses resources efficiently, appropriately, and cost-effectively.		6) **Quality Focus:** Strives to meet client's expectations.	
7) **Resilience:** Is able to adjust and move forward facing challenges and change.		8) **Learning and Development:** Plans and works to develop job performance.	
9) **Team Work:** Works with others to achieve goals.			
Job Specific Skills Reviewed: As per discipline/department policy.	**Discussed ***	**Attendance Average:** Program [redacted] Corporate [redacted] Employee [redacted]	**Discussed ***

Strengths:

[redacted]

Needs improvement:

[redacted]

Staff Confidential

Plan for development:

[redacted]

Manager's Comments:

[redacted]

Employee's Comments:

[redacted]

Peer Reviewer(s) Comments:
(If applicable)

Signatures:		**Dates:**	
Employee Signature	[signature]	Date:	Nov 05/08
Peer Reviewer(s) Signature(If applicable)		Date:	
Immediate Manager Signature	Terry Shellen	Date:	NOV 5/08
Next Level Management Signature	[signature]	Date:	Nov 07/08

Please return to the Director,
Human Resources Development & Planning