

Team Member Progress Assessment



CANI – Constant And Never-ending Improvement, is one of our Practice’s core values and plays a crucial role in our Practice Culture.

To improve we must be open to new and better ways of doing things. That is why we include Team Member Progress Assessments as part of our practice and team management.

Feedback from both employer and team members empower our Practice to progress from ordinary to great.

It is encouraged to be frank and honest when considering the information shared during this process, to be respectful of the thoughts and feelings of either party and to view this Assessment as a useful tool in the progressive improvement of each team-member, supervisor, employer and therefore practice as a whole.

Team Member	Date
-------------	------

Title	Time in present position	Date of last assessment
-------	--------------------------	-------------------------



Team Member Progress Assessment

Ratings: Exceeds Expectations, Meets Expectations, Needs Improvement ('N.I')

GENERAL	Exceeds	Meets	N.I.
1. Presentation – Wears uniform, demonstrates professional and well-kept appearance			
2. Attitude – Displays a can-do attitude and exhibits a happy and positive demeanor			
3. Communication – Polite and respectful in interactions with patients and team			
4. Punctuality & Attendance - Is rarely absent, arrives punctually, works required hours			
5. Accepts Feedback – Has the ability to accept other’s perspectives and adjust behaviour, where appropriate			
6. Policy & Procedures – Follows company policies & procedures			
7. Patient Management - Ensures high-quality care, respects patient’s dignity & confidentiality			
8. Quality of work - Is thorough, accurate and neat in work			
9. Appearance of Work Area - Keeps work area neat and orderly			
10. Team Player – Is supportive, encouraging to co-workers and provides emotional safety			
11. Availability – Is available to work any shift needed by the practice			
12. Culture – Works and behaves in accordance with Practice Culture			

Supervisor’s Remarks and Recommendations

Team Member Remarks

Team Member Progress Assessment



JOB-SPECIFIC RESPONSIBILITIES	Exceeds	Meets	N.I.
13. Tasks - Completes tasks of position in an efficient, timely and committed way			
14. Time Management – Makes effective use of time and completes tasks within set working hours			
15. Customer Service – Delivers high-level customer service and seeks ways to assist patients through their visit.			
16. Clinician Support – Is helpful and respectful when liaising with clinicians. Actively looks for ways to help clinicians be more effective in their treatment of patients.			
17. Team Support – Is helpful and respectful of co-workers. Actively looks for ways to assist others in the completion of practice tasks.			
18. Accepts Direction – Accepts and responds to direction from others effectively			

Supervisor's Remarks and Recommendations

Team Member Remarks

Team Member Progress Assessment



Team Member Engagement

19. Are you happy working at the practice? On a scale of 1 to 10, rate your happiness.

20. What, if any, challenges are you facing?

21. What is getting in the way of you loving what you do?

22. What can be done to make your job easier?

Team Member Progress Assessment



23. Which one of your co-workers would you praise and why?

24. What additional training and education would you like?

25. Do you feel over-worked, under-worked or just the right workload?

26. What can I do to better support you?

Team Member Progress Assessment



27. What is one thing that you are doing that may be getting in the way of team productivity?

28. What has come to mind in terms of ideas about how we can better deliver our service to our patients?

29. How can we improve?

30. What inexpensive thing could we do to improve employee environment?

Supervisor Signature

Date

Team Member Signature

Date