

Medical Examiner Department Value: INTEGRITY

We show honesty, openness, and demonstrate mutual respect and trust in others by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
<p>1</p> <p>Honest, respectful communication</p>	<p>4</p> <ul style="list-style-type: none"> - Catalyst of misinformation - Talking about office issues or problems/cases in public areas - Distracted while listening - Not respectful of others time or job duties- interrupting - Undermining others 	<p>2</p> <ul style="list-style-type: none"> - Maintaining confidentiality - Listening to understand what others are saying - Speaking respectfully without judgment - Speaking directly to the Person when issues arise 	<p>3</p> <ul style="list-style-type: none"> - Supports others to maintain confidentiality - Direct conversation to proper time and place - Active listening; obtaining clarification as needed - Encouraging others to speak respectfully - Requests optimal time to talk - Consistent communication
<p>1</p> <p>Don't look for blame, look for solutions</p>	<p>4</p> <ul style="list-style-type: none"> - Does not take ownership of problem - Does not help solve problem - Fails to engage in solution - Focuses on past, not future - Placing blame for problem 	<p>2</p> <ul style="list-style-type: none"> - Identifies issues in a positive manner - Embraces change, is willing to work towards change - Speaks positively of new reality 	<p>3</p> <ul style="list-style-type: none"> - Actively participates to solve the problem by asking questions and researching information - Takes responsibility for change - Participates in tasks to move change forward - Thinks and plans for the future

- **SERVICE** is responsively delivering on our commitments to all of our internal and external customers.
- **INTEGRITY** is honesty, openness, and demonstrating mutual respect and trust in others.
- **QUALITY** is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- **SHARED PURPOSE** is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- **STEWARDSHIP OF OUR RESOURCES** is conserving the human, natural, cultural, and financial resources for current and future generations.

Medical Examiner Department Value: SERVICE

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
<p>1</p> <p>Providing quality service to our customers</p>	<p>4</p> <ul style="list-style-type: none"> - Work is not accurate - Work is not completed in a timely manner - Customer's needs are not being met - Disrespectful to customers - Calls are not returned timely 	<p>2</p> <ul style="list-style-type: none"> - Works within established goals for response time - Consistently provides quality work or service - Respectful towards customers - Customer's needs are being met - Communicates with customers in a sensitive manner 	<p>3</p> <ul style="list-style-type: none"> -- Helps others maintain standard of quality and successful behaviors - Comes up with solutions for efficiency; process improvement - Acts as a role model for department customer service - Customer's needs are exceeded - Skills to deliver sensitive information
<p>1</p> <p>Follows through with commitments</p>	<p>4</p> <ul style="list-style-type: none"> - Does not follow through on commitments - Unable to prioritize tasks - Tunnel vision when viewing tasks 	<p>2</p> <ul style="list-style-type: none"> - Follows through on commitments - Prioritize tasks - Completes tasks, realizing there is a bigger picture but may not understand the details - Communicates with team members when not able to complete task 	<p>3</p> <ul style="list-style-type: none"> - Helps others follow through with commitments when they are unable to - Prioritize tasks and is able to delegate as appropriate - Understands the bigger picture and completes tasks with that in mind

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Medical Examiner Department Value: SHARED PURPOSE

We function as a team to attain our organizational goals and work collaboratively with our policy makers, departments, employees, and customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Willing to be on-call	4 - Avoids being available for call, always has an excuse - Rarely available - Tries to get out of undesirable cases/shifts - Consistently does not meet the minimum requirement for on-call	2 - Generally available when need arises - Willing to take undesirable cases/shifts - Consistently meets the minimum requirement for on-call	3 - Communicates availability and takes an initiative - Voluntarily recognize when needs arise and assist as needed - Accepts cases/shifts disregarding personal preference - Consistently meets the minimum requirement for on-call without prompting
1 Working as a team	4 - Holds grudge when others provide assistance - Credit seeking - Does not help others when needed - Does not act as a team member - Does not accept the views of others	2 - Willing to accept help from others - Accept and share credit as appropriate - Willing to help others as needed - Acts as a member of the team - Looks for other's input	3 - Views assistance as teamwork - Acknowledges others involvement when accepting credit - Anticipates the needs of others before they arise - Incorporates others into the team - Actively seeks new learning opportunities and other opinions

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Medical Examiner Department Value: QUALITY

We provide public services that are reflective of "best practices" in the field by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
<p>1</p> <p>Applies best practice standards to current procedures and always being willing to improve</p>	<p>4</p> <ul style="list-style-type: none"> - Unwilling to adapt changes and incorporate them into practice - Prefers things to stay "how it has always been" - Does not seek improvements to current practices 	<p>2</p> <ul style="list-style-type: none"> - Excited to incorporate best practices into daily practices - Embraces change - Always looking for areas of improvement based upon best practices 	<p>3</p> <ul style="list-style-type: none"> - Seeks best practices to be incorporated into daily practices and educates others on the practices - Creates excitement in others for the change/best practices
<p>1</p> <p>Views constructive feedback and input as a positive facilitator for change</p>	<p>4</p> <ul style="list-style-type: none"> - Ignores feedback and does not take it constructively - Views feedback as a personal attack and becomes defensive - Unwilling to change and evolve 	<p>2</p> <ul style="list-style-type: none"> - Accepts feedback and makes appropriate changes - Views feedback constructively 	<p>3</p> <ul style="list-style-type: none"> - Provides constructive feedback to others in an attempt for their personal growth - Accepts and appreciates constructive feedback, always striving to do better

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Medical Examiner Department Value: DIVERSITY

We actively are welcoming and valuing people with different perspectives and experiences by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
<p>1</p> <p>Adapts practice/communication on a case by case basis, understanding the needs of the families and clients vary</p>	<p>4</p> <ul style="list-style-type: none"> - Does not take religious, cultural, or family preference into consideration while working with families - Is not sympathetic to the family needs 	<p>2</p> <ul style="list-style-type: none"> - Takes religious, cultural, and family preference into consideration while working with families - Is sympathetic to the family needs and try to accommodate as much as possible 	<p>3</p> <ul style="list-style-type: none"> - Teaches and helps others to understand the needs of families and clients served - Goes above and beyond to meet the needs of the family, even if it is not typical, however does not interfere with the quality of the investigation
<p>1</p> <p>Respecting the privacy and dignity of the decedent without passing judgement</p>	<p>4</p> <ul style="list-style-type: none"> - Judgmental towards the decedents life choices and lifestyle - Shares private information about the case or investigation with those not involved - Does not take into consideration the decedent's dignity 	<p>2</p> <ul style="list-style-type: none"> - Never passes judgement toward the decent or their family based upon life choices and lifestyle - Always is respectful - Does not share private information about the case or investigation - Always ensures the decedent's dignity is maintained regardless of the circumstances 	<p>3</p> <ul style="list-style-type: none"> - Ensures all involved in the investigation do not pass judgement towards the decedent or their family despite life choices and lifestyle - Ensures others are respectful - Maintains confidential information about the case or investigation - Takes extra steps to maintain the decedent's dignity

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Medical Examiner Department Value: STEWARDSHIP OF OUR RESOURCES

We conserve the human, natural, cultural, and financial resources for current and future generations by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
<p>1</p> <p>Consistently make productive use of our worktime and prioritize tasks which are best for the department</p>	<p>4</p> <ul style="list-style-type: none"> - Completes personal tasks at work instead of focusing on work related tasks - Completes tasks that are a low priority instead of focusing on what is most important for the department - Involved in departmental and organizational gossip during office hours 	<p>2</p> <ul style="list-style-type: none"> - Able to prioritize work related tasks to ensure the most important tasks are completed in a timely manner - Focuses on work related tasks while at work - Is not involved in departmental and organizational gossip 	<p>3</p> <ul style="list-style-type: none"> - Helps others and ensures all members of the department are correctly prioritizing tasks - Ensures those in the department are focused on work related tasks - Stops departmental and organizational gossip
<p>1</p> <p>Recognizing and taking appropriate action to effectively address problems and seize opportunities for increased efficiencies</p>	<p>4</p> <ul style="list-style-type: none"> - Ignores constructive feedback - Does not view the lean process as necessary and is not willing to make changes to current practices 	<p>2</p> <ul style="list-style-type: none"> - Utilizes constructive feedback to improve efficiencies - Incorporates the lean process into daily practices to improve efficiency 	<p>3</p> <ul style="list-style-type: none"> - Provides others with constructive feedback in order to improve efficiencies - Educates others on the lean process and areas of identified efficiency improvement

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