

Unit Goals:

These goals are developed by the unit leader alone and/or in cooperation with their staff. These goals reflect one or more of the following:

- Directly support an organizational goal
 - “Increase overall engagement scores by 5%”
- Assigned to each unit leader
 - “Spend two hours each week go to the worksites to build relationships with your staff members and ask how things are going.”

For example:

Organizational Goal: SERVICE: Patient satisfaction mean-scores on “care experience” at or above 90

Unit Goal: Review patient satisfaction scores in your area. Choose one feedback score for improvement. Develop a strategy, assign a team and include a timeline for establishing and implementing a proposed solution. Identify resources needed, i.e. Lean Coach, HR support, etc.