

Performance Review For Pharmacy Buyers

Are You Prepared?

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1

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2

Most annual reviews often rely on managers' memory, which can lead to biased reviews and missed opportunities.

In a department filled with employees, it's impossible for a manager to remember an entire year's worth of performance indicators

3

Harvard Business Review refers to this as **Distance Bias**: The more recent an event, the greater value is assigned to it.

In other words, an employee's **performance in the last week or month** has greater value to a manager than **performance over the entire year**, leading to an unfair review process.*

<https://blog.clearcompany.com/mind-blowing-statistics-performance-reviews-employee-engagement>

4

LEARNING OBJECTIVES:

DISCUSS REASONS FOR YEARLY REVIEWS

IDENTIFY WHICH METRICS HAVE
HIGHER VALUE

EXPLAIN HOW TO PREPARE FOR
YOUR REVIEW

LIST TIPS TO REMEMBER DURING
YOUR REVIEW

5

QUESTION

**1: WHICH REASON FOR AN ANNUAL REVIEW
IS FALSE ?**

- A:** Helps Identify training needs
- B:** Method to determine merit/wage increase
- C:** Can Identify promotion opportunities
- D:** Increase employee engagement

6

ANSWER

1: WHICH REASON FOR AN ANNUAL REVIEW IS FALSE

B: Method to determine merit/wage increase

performance appraisal does not always result in an automatic salary increase

7

PURPOSE ANNUAL REVIEW

IMPROVE OVERALL PERFORMANCE

INCREASE EMPLOYEE ENGAGEMENT

IDENTIFY PROMOTION OPPORTUNITIES

IDENTIFY TRAINING NEEDS

8

ANNUAL REVIEW SCALE

PERFORMANCE NEEDS IMPROVEMENT

PERFORMANCE MEETS EXPECTATIONS

PERFORMANCE EXCEEDS EXPECTATIONS

9

PERFORMANCE YEARLY REVIEW

BASIC EMPLOYEE EXPECTATIONS

JOB BASED DESCRIPTION

GOALS IDENTIFIED PRIOR YEAR

COMPANY STANDARDS OR
OTHER METRICS

10

QUESTION

2: WHICH STATEMENT IS TRUE?

- A:** Following Job description will achieve the goals
- B:** Job descriptions details Goals and Objectives
- C:** Goals are long term projects
- D:** If your tasks do not align directly with your goals, you will not reach your goal

11

ANSWER:

2: WHICH STATEMENT IS TRUE ?

D: *If your tasks do not align directly with your goals, you will not reach your goal*

When you complete your goal aligned tasks, you move closer to your stated outcome.

Not all tasks lead to goals, but all goals lead to tasks.

<https://motivationtomove.com/tasks-vs-goals/>

12

JOB DESCRIPTIONS OR GOAL

JOB DESCRIPTION IS A SERIES OF TASKS ASSIGNED TO A PARTICULAR ROLE.

THE RESPONSIBILITIES OF THE ROLE, THE CONTEXT IN WHICH THE TASKS WILL BE PERFORMED

GOALS ARE SPECIFIC, MEASURABLE, ACHIEVABLE, RESULTS-FOCUSED

13

PLACE WHOLESALE ORDER DAILY

IS THERE A DOLLAR VALUE ASSOCIATED WITH ORDER:

THIS IS A GOAL

MONITOR, COMMUNICATE, AND MANAGE DRUG SHORTAGES

WRITES PARAGRAPH FOR MONTHLY PHARMACY NEWSLETTER:

THIS IS A GOAL

OPTIMIZE MEDICATION INVENTORY PAR LEVELS TO REDUCE WASTE

BASED ON PAST YEAR REVIEW PERCENT TO DECREASE:

THIS IS A GOAL

14

IDENTIFY WHICH METRICS HAVE HIGHER VALUE

WORK EFFICIENCY

QUALITY OF WORK

TEAMWORK

LEARNING ABILITY / ADAPTABILITY

15

IDENTIFY WHICH METRICS HAVE HIGHER VALUE

**WORK EFFICIENCY, QUALITY OF WORK, TEAMWORK,
LEARNING ABILITY / ADAPTABILITY**

JOB DESCRIPTION

Place wholesale order daily

**Monitor, communicate, and manage
drug shortages**

16

IDENTIFY WHICH METRICS HAVE HIGHER VALUE

WORK EFFICIENCY, QUALITY OF WORK, TEAMWORK,
LEARNING ABILITY / ADAPTABILITY

GOALS, COMPANY VALUE

DECREASE OR LIMIT INVENTORY DOLLAR VALUE,
BUDGET GOALS

MAINTAIN CONTRACT COMPLIANCE OF 90% OR HIGHER
INCLUDED IN DAILY HUDDLES, TEAM MEETINGS,
STAFF DISCUSSION

17

QUESTION

3: WHICH TWO STATEMENTS ARE TRUE ?

- A:** 85 PERCENT OF EMPLOYEES INDICATE THEY MAY QUIT AFTER AN "UNFAIR" REVIEW
- B:** 12 PERCENT OF EMPLOYEES INDICATE THEY MAY QUIT AFTER AN "UNFAIR" REVIEW
- C:** 85 PERCENT OF EMPLOYEES LEAVE AN ORGANIZATION FOR MORE MONEY
- D:** 12 PERCENT OF EMPLOYEES LEAVE AN ORGANIZATION FOR MORE MONEY

18

ANSWER

3: WHICH TWO STATEMENTS ARE TRUE?

A: 85 percent of employees indicate they may quit after an “unfair” review

D: 12 percent of employees leave an organization for more money

A study by Harvard Business Review shows that only 42% of employees trust their boss, whereas 58% would trust a stranger.

leigh Branham, author of The 7 Hidden Reasons Employees Leave, <https://www.pivotalolutions.com/85-percent-of-employees-indicate-they-may-quit-after-a-bad-or-unfair-performance-review/#:~:text=Search-.85%20percent%20of%20employees%20indicate%20they%20may%20quit,bad%20or%20%E2%80%9Cunfair%E2%80%9D%20performance%20review>

[HTTPS://WWW.WEEKLY10.COM/BLOG/TRADITIONAL-PERFORMANCE-REVIEW-STATS/](https://www.weekly10.com/blog/traditional-performance-review-stats/)

19

HOW TO PREPARE FOR YOUR REVIEW

Never too early to start - Make a “YAY Me” file

Maintain a record of your accomplishments and changing goals throughout the year.

Identify obstacles to achieving goal

Have clear presentable data

20

HOW TO PREPARE FOR YOUR REVIEW

Don't ignore the negatives

New Process to achieving goal

Identify growth opportunities and potential areas of improvement

Self Evaluate

21

TIPS TO REMEMBER DURING YOUR REVIEW

NO ONE THINKS REVIEWS ARE ACTUALLY FUN

DON'T TAKE IT PERSONALLY

GIVE CONSTRUCTIVE FEEDBACK

ASK FOR ASSISTANCE/GUIDANCE/DIRECTION

BE HONEST

22

TIPS TO REMEMBER DURING YOUR REVIEW

ACKNOWLEDGE OTHERS' WORK

*GIVING CREDIT WHERE CREDIT IS DUE
IS THE MARK OF AN EFFECTIVE LEADER*

It's not enough to sing your own praises;
you should also acknowledge any colleagues
who assisted efforts in helping you reach goals.

DON'T COMPARE OR COMPLAIN ABOUT OTHERS

There's a time and a place to bring up concerns about a
colleague to your manager, but your performance review isn't it.

23

If your supervisor is congratulating you
on a job well done, say...

Thank You!



24