Excellence Algorithm

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Was the behavior willful - a conscious and reckless - disregard of policy, safety, or facility values?

*If the issues to the **right** substantially predominate, consider taking no action to the **left** other than to Console, or to Coach, Console & Document in Log Entry or Written Counseling*

Are there process, system, or supervisory infirmities that explain in whole or in part the outcome?

Yes

No

Yes — No

Does the employee(s) acknowledge error, express remorse, and commit to corrective action?

Was the employee inattentive, unconsciously failing to adhere to policies important for safety?

OR

Did the employee make a simple error, from lack of practiced skill in the application of complex tasks or a new or little used policy?

OR

Was the employee careless, increasing risk when risk not recognized or mistakenly believed to be justifed?

Was the department or program deficient in providing the required training or supervision?

CONSOLE

Yes — No

Yes

Yes

Yes

Yes — No

Was prior coaching provided and was the employee(s) heedless?

Terminate (see flowchart)

Was prior coaching provided and was the employee(s) heedless?

Was prior coaching provided to supervisory or management staff and ignored?

Conduct Performance Improvement Activities (CQI, RPI, PARA/FMEA, Chart Tracer, or RCA) as indicated

No — Yes

No — Yes

No — Yes

Discipline (see flowchart)

Terminate (see flowchart)

Coach, Console & Document in Log or Written Counseling

Discipline (see flowchart)

Coach, Console & Document in Log or Written Counseling

Discipline (see flowchart)

CONSOLE