

# Characteristics of a Service Leader

## Peer Review

### Jersey City Medical Center

**Rate Your Peer:**

\_\_\_\_\_, on how he /she  
role models each of the characteristics listed.

Below Standard	Meets Standard This Characteristic is consistently displayed	Above Standard Influences co-workers to consistently display this characteristic	Exceeds Standard Influences unit to consistently display this characteristic	Comments

#### 1. Image of Nursing, Professional Development

<ul style="list-style-type: none"> <li>• Demonstrates a positive attitude-words and actions focus on solutions to achieve excellent patient outcomes</li> </ul>					
<ul style="list-style-type: none"> <li>• Displays professional accountability-skills and behavior reflect commitment, collaboration, responsibility and follow-through</li> </ul>					
<ul style="list-style-type: none"> <li>• Promotes professional education and advancement for nurses, e.g., specialty certifications, membership in professional organizations and community organizations, and participation in hospital committees</li> </ul>					
<ul style="list-style-type: none"> <li>• Presents and promotes a professional image at all times and functions as a role model</li> </ul>					
<ul style="list-style-type: none"> <li>• Committed to staff satisfaction and develops engagement in others including change initiatives</li> </ul>					

#### 2. Quality of Care, Quality Improvement

<ul style="list-style-type: none"> <li>• Accountable for quality measures, patient safety and the attainment of positive outcomes</li> </ul>					
<ul style="list-style-type: none"> <li>• Promotes Excellence in patient satisfaction and engagement- Contributes on an organizational level as well as a unit level</li> </ul>					

#### 3. Interdisciplinary

<ul style="list-style-type: none"> <li>• Possesses good communication skills with co-workers and physicians</li> </ul>					
<ul style="list-style-type: none"> <li>• Receptive to feedback and demonstrates willingness for self-improvement</li> </ul>					
<ul style="list-style-type: none"> <li>• Facilitates/coordinates interdisciplinary support to achieve the Medical Center's mission/vision</li> </ul>					

#### 4. Resource Identification and Utilization

<ul style="list-style-type: none"> <li>• Responsible for delivery of clinical quality and the implementation of regulatory standards of care</li> </ul>					
<ul style="list-style-type: none"> <li>• Responsible for clinical practice standards that reflect best practice</li> </ul>					
<ul style="list-style-type: none"> <li>• Considered to be a resource by peers</li> </ul>					

Reviewer \_\_\_\_\_

Date \_\_\_\_\_

#### Development Plan:

<ul style="list-style-type: none"> <li>• Above Standard Rationale (use other side if necessary):</li> </ul>
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