

AHC Core Value Scorecard

Name: _____

Date: _____

Core Value Mindset	1	2	3	4	5	6	7	8	9	10	11	12	Today	Your Potential
	Failing			Frustrated			Conventionally Successful			Transformative				
Making Healthcare Easy	You really do not think there is anything you can do to make patients' healthcare experiences enjoyable. Healthcare is serious business and people should be happy with just getting good care.			Your focus is on doing your job and minimizing the frustration others are feeling as they navigate healthcare. You try to make it less painful when things go wrong.			You make healthcare seem easy and pleasant to customers and keep any potential messiness of the backstage hidden from them.			You are always thinking of, and experimenting with, new ways to help others get healthcare feeling easy, pleasant & enjoyable for our customers. This mission matters to you.				
Being Positive, Helpful & Friendly	You generally leave your problems at home, but sometimes it isn't reasonable that people are always positive, helpful & friendly. Being happy isn't natural and needs to be worked at sometimes.			You know how to be positive, helpful & friendly. Sometimes, however, patients are grumpy and demanding and it's harder to be helpful and friendly to them.			Your personality is positive, helpful and friendly. You are the same happy person at home and at the office. Being on the AHC team and working towards the shared mission is rewarding.			You make people feel happier through your positive vibes at home and in the office. When people are around you they are more positive, more helpful & friendlier. You inspire others.				
Promoter of AHC	You question whether it is necessary that a healthcare center promotes and markets itself. If we are providing good care that should be enough to attract enough patients.			You think that it is marketing and management's job to promote AHC and make sure the schedules are full.			You talk about AHC's story of teamwork and great customer experience whenever the topic comes up.			You brag about AHC with family and friends without being asked. You share how AHC is so great at healthcare that we can provide it for free to all of our team and our families. World's best.				
Teamwork & Engagement	You feel that you should be responsible for your own work, and really do not think it is fair that your success and pay depend on others. If you do your work that is all that should matter.			You do your part. Sometimes, however, others don't do their jobs and this affects your ability to do yours. You don't have control of what others do and you think this is management's job to fix this.			Your team can always count on you to be engaged and to do your part. You recognize others through the AMPT recognition software. The Triple Aim matters to you.			You look for and recommend new great-fit people for the AHC team. You are a role model for others with the Engagement Multiplier surveys and AMPT recognition software.				
On-Time, Reliable & Dependable	You really do not think that patients expect to be seen on-time or be called back right away. After all, unexpected things happen that throw off the schedule every hour of every day.			You try hard, and are successful most of the time, but quite often things get too busy and backed up and patients should wait for their appointments, prescriptions, referrals or phone calls.			You are on time, do what you say you will, and finish what you start. You take responsibility for knowing exactly what is needed from you. You ask for help quickly when you notice the need.			Others are on-time, reliable & dependable and contribute their best because you set the example and help. You know that being responsive and on-time matters greatly.				
Fiscal Responsibility	You feel that you should get paid a fair wage for your time, and that your pay should not be dependent on profits of the company. It is management's job to control revenue and expenses.			You understand the importance of profitability, but it is frustrating and seems unfair when things beyond your control affect your pay. Productivity and profitability are management's job.			You don't like waste and inefficiency. You do what is needed to ethically grow revenue and decrease expenses. You like being rewarded if profit goals are reached.			You help others understand their contributions toward growing revenue and decreasing expenses and waste. Your team appreciates your example and your contribution to the team's STIP .				
Continual Learning & Improvement	You feel that we've proved that we know what we're doing. It's worked for years so we should be careful before changing it. If it isn't broken, then don't fix it.			You are sometimes bored because you are doing the same things you've done for years. Growth sounds good, but it seems risky and potentially like a lot of work.			You like to learn and improve. Your personal growth is important to you. You do not want the world to pass you by because you got too comfortable.			You encourage others and express enthusiasm for both individual and team learning and growth. Others learn and improve because of you. You want to be in front of the world's changes.				
Problem Solving	You do what is asked of you and like clear instructions. You do not want to be responsible for obstacles caused by other people. Solving problems is management's responsibility.			You do your part in solving problems that affect your job. You try your best to help when others ask for it, but think it is best to mind your own business and let management do their job.			You solve problems that present themselves. You are quick to Raise a Hand so that the team can swarm a problem if you can't solve it yourself.			You coach and challenge others to take responsibility for solving problems individually first, and then through swarming as a team. You encourage others to Raise a Hand.				
Scorecard	➔ ➔ ➔			➔ ➔ ➔			➔ ➔ ➔			➔ ➔ ➔				