Typically, leaders and staff at organizations we work with have just five to seven goals that fall under the Five Pillars: People, Service, Quality, Finance, and Growth. This focuses effort for a balanced but large organizational impact.

While the goals must be aligned in the way they cascade, they may be weighted differently according to the level of control and/or influence that particular leader or employee has in reaching that goal. Here are some sample goals that both an ED nurse manager and medical director might share:

**Figure 2.2**

**Sample ED Evaluation Goals**

- **Increase Overall ED Satisfaction to the 90th percentile by end of the year**
- **To decrease wait time in ED to amount of 90 min. or less**
- **Decrease LWBS to 2% or less**
- **Manage Expense Budget**

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