



**EMPLOYEE'S NAME** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**EMPLOYEE'S DEPARTMENT** \_\_\_\_\_

**SAP#** \_\_\_\_\_

**EVALUATOR'S NAME** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**SAP#** \_\_\_\_\_

**DATE EMPLOYEE BEGAN PRESENT POSITION** \_\_\_\_\_

**DATE OF LAST APPRAISAL** \_\_\_\_\_

**SCHEDULED APPRAISAL DATE** \_\_\_\_\_

INSTRUCTIONS: A performance appraisal will be completed annually for each employee. Each indicator on the job description will receive a score of 1 - 5 based on the assessment of the performance criteria. Each score may be determined by percentage, quantity or quality, individually or in combination. A score of three (3) is considered to be an average score. When an employee complies with the performance criteria, a score of 3 should be given. Any score of 1 or 5 requires a comment by the evaluator.

<b>SCORES:</b>	<b>- 1 -</b>	<b>- 2 -</b>	<b>- 3 -</b>	<b>- 4 -</b>	<b>- 5 -</b>
<b>QUANTITY:</b>	Rarely	Occasionally	Routinely	Consistently	Always
<b>QUALITY:</b>	Unacceptable	Needs Improvement	Meets Expectations	Exceeds Expectations	Outstanding

**I. GUEST RELATIONS**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU
<p><b>Adheres to UAMS guest Relations Guidelines</b></p> <p><a href="http://www.uams.edu/uh/policy/human_resources/hr103.htm">http://www.uams.edu/uh/policy/human_resources/hr103.htm</a></p> <p>SCORE 1 = Causes conflict with patients, guests, and/or employees.</p> <p>SCORE 2 = Below average scores on Patient Satisfaction surveys, employee satisfaction surveys, mystery shopping results. // Receives complaints related to guest relations with patients, guests, and/or employees</p> <p>SCORE 3 = Average scores on Patient Satisfaction surveys, employee satisfaction surveys, mystery shopping results. // No complaints related to guest relations with patients, guests, and/or employees.</p> <p>SCORE 4 = Provides documentation of above average guest care including Patient Satisfaction scores, emails , mystery shopping results, and other survey tools. // Models behaviors of CARE by active participation on Task Force/Committees that address Guest Care Guidelines. // Provides employees of their department with training/educational opportunities that enhance guest care relations.</p> <p>SCORE 5 = Chairs committee that addresses Guest Care Guidelines. // Implements comprehensive evaluation of guest care relations of themselves and their department through a survey process. // Implements a plan to address guest relation issues in their department.</p>							
<p><b>Uses appropriate communication (written &amp; verbal)</b></p> <p>SCORE 1 = Often misunderstood and/or misunderstands communication with patients, guests, and/or employees. // Uses inappropriate language, comments, and/or jokes.</p> <p>SCORE 2 = Below average scores on Employee Satisfaction survey in area of communication. // Receives documented complaints. // Does not clearly communicate via email, staff meetings, individual meetings, telephone, and other forums.</p> <p>SCORE 3 = Average score on Employee Satisfaction scores in area of communication. // No documented complaints. // Communicates well via email, staff meetings, individual meetings, telephone, and other forums. // Attends a communication improvement class annually.</p> <p>SCORE 4 = Above average scores on Employee Satisfaction scores in area of communication. // Documents above average communication skills in guest relations. // Provides example of one method employed for enhanced communication related to teambuilding, training, and/or communication tools. // Active participant on committees that address Communication Skills (examples: Care Advisory, Staff Education Advisory, Scope of Practice). // Utilizes behavioral interviewing to select employees that use appropriate communication skills.</p> <p>SCORE 5 = Top performer in Employee Satisfaction scores in area of communication. // Top performer in formal survey evaluating communication skills with development plan for improvement and skills. // Attends one self development conference regarding communication skills. // Chairs committees or subcommittees that address communication skills or provides training. // Chairs task groups to develop behavioral interviewing criteria.</p>							
<p><b>Availability/Responsiveness</b></p> <p>SCORE 1 = Does not adhere to Attendance Policy. // 3 or more complaints regarding availability or responsiveness.</p> <p>SCORE 2 = Inconsistent attendance. // Less than 3 complaints regarding availability or responsiveness.</p> <p>SCORE 3 = Adheres to Attendance Policy. // No Complaints regarding availability or responsiveness.</p> <p>SCORE 4 = Rounds Weekly in areas of responsibility/Meets with individuals they supervise monthly. // Above average scores in Patient/Employee Satisfaction in relation to availability and responsiveness ( 80%).</p> <p>SCORE 5 = Rounds daily in areas of responsibility/Meets with individuals biweekly. // Top performer in Patient/Employee Satisfaction in relation to availability and responsiveness (90%). // Develops and implements action plan that improves availability and responsiveness.</p>							

**I. GUEST RELATIONS**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>Respectful of others</b></p> <p>SCORE 1 = Low score on Respect in Patient/Employee Satisfaction Survey (50%). // Negative feedback from patients, guests, and/or employees on level of respect.</p> <p>SCORE 2 = Below average score on Respect in Patient/Employee Satisfaction Survey (60%). // Inconsistent peer reviews on level of respect.</p> <p>SCORE 3 = Average score on Respect in Patient/Employee Satisfaction Survey (70%). // Positive peer reviews on level of respect. // Supports staff in the development of respectful behaviors as reflected in training records of employees, communications, performance reviews.</p> <p>SCORE 4 = Above average score on Respect in Patient/Employee Satisfaction Survey (80%). // Receives CARE nominations based on level of respect. // Actively participates in Committees and provides examples of interdisciplinary collaboration with positive outcomes. // Provides support to others via active participation in training, mentoring, and committee work that fosters respectful environment.</p> <p>SCORE5 = Top performer in Patient/Employee Satisfaction Survey in area of Respect (90%). // Chairs Interdisciplinary Committee and receives positive written feedback regarding considerate/respectful behavior. // Receives CARE Award.</p>							
<p><b>Takes proactive approach toward customers.</b></p> <p>SCORE 1 = Unreliable in approach to customers as evidenced in performance reviews and written commendations.</p> <p>SCORE 2 = Inconsistent in approach to customers as evidenced in performance reviews and written commendations.</p> <p>SCORE 3 = Exhibits and supports proactive approach to customers as evidenced in performance reviews and written commendations.</p> <p>SCORE 4 = Evaluates customer's needs/expectations/etc. and develops and implements an action plan.</p> <p>SCORE 5 = Develops action plan based on customer's needs that is a model for all areas.</p>							
<b>GUEST RELATIONS SCORE</b>	<b>0</b>	<b>0</b>					
<b>Employee Comments:</b>							
<b>Evaluator Comments:</b>							

**II. SAFETY AND EMERGENCY PREPAREDNESS**

		Posttest	Verbal	PeerReview	Demo	CEU
	Self	PT	V	PR	D	CEU
<p><b>Adheres to UAMS patient safety plan</b>  <a href="http://www.uams.edu/uh/policy/administration/a406.htm">http://www.uams.edu/uh/policy/administration/a406.htm</a>                      SCORE 1 = Has been reported multiple times to Patient Safety Hotline for safety concerns. // Does not report safety concerns.                      SCORE 2 = Has been reported to Patient Safety Hotline for safety concerns. // Not familiar with Patient Safety Plan.                      SCORE 3 = Follows UAMS safety plan 100% of time. // Knows where to locate the Patient Safety Plan and is familiar with the various aspects of the plan.                      SCORE 4 = Is able to explain the safety policy and why it is important to follow the plan. // Is a good safety resource to new employees.                      SCORE 5 = Member of UAMS safety committee and/or participates as a safety Marshall for clinic area. // Assists in review and revision of safety plan annually.</p>						
<p><b>Complies with safety instructions</b>                      SCORE 1 = Does not comply with safety instructions.                      SCORE 2 = Occasionally does not follow safety policy. // Is not knowledgeable regarding UAMS safety standards.                      SCORE 3 = Follows and is in compliance with the Patient Safety Plan, related to equipment and electrical safety, infection control and OSHA requirements, and emergency preparedness. // Knowledgeable regarding role in emergency codes and procedures. // Completes all mandatory competency requirements annually.                      SCORE 4 = Facilitates attendance by staff at safety in-services. // Reinforces safety instructions with staff, patients. // Takes the lead in improving safety standards in the clinic                      SCORE 5 = Member of UAMS safety committee and/or participates as a safety Marshall for clinic area. // Presents safety in-services for staff at least monthly. // Uses appropriate methods to test employee understanding of safety instructions.</p>						
<p><b>Observes safe work practices</b>                      SCORE 1 = Does not observe safe work practices                      SCORE 2 = Is not consistently compliant in regards to safe work practices                      SCORE 3 = Is consistently compliant in regards to safe work practices. // Responds in emergency situations.                      SCORE 4 = Assists safety committee in enforcement of safe work practices by all employees. // Informs supervisor of unsafe conditions. // Assumes responsibility for safety of self and the safety of patients and fellow staff. // Explains safety concerns to patients/visitors as appropriate.                      SCORE 5 = Member of UAMS safety committee and/or participates as a safety Marshall for clinic area. // Actively involved in setting standards for safe work practices for all employees. // Proactively develops action plans for potential problems in clinical areas.</p>						

**II. SAFETY AND EMERGENCY PREPAREDNESS**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>Provides input on safety issues</b></p> <p>SCORE 1 = Does not offer input on safety issues</p> <p>SCORE 2 = Does not always report safety issues to the supervisor</p> <p>SCORE 3 = Consistently offers input on safety issues. // Reports unsafe conditions or observations to supervisor.</p> <p>SCORE 4 = Organizes employee discussions on safety issues. // Elicits input from employees on safety issues. // Informs unsafe conditions to supervisor and offers suggestions on how to correct the situation.</p> <p>SCORE 5 = Member of UAMS safety committee and/or participates as a safety Marshall for clinic area. // Reviews UAMS safety issues and formulates appropriate policies and procedures to address the issues. // Anticipates potential safety problems and makes suggestions to the supervisor on ways of improving conditions and practices to provide a safer working environment.</p>							
<p><b>Promotes a safe work environment</b></p> <p>SCORE 1 = Shows no concern with safety issues</p> <p>SCORE 2 = Does not always report safety concerns. // Safety is not a priority.</p> <p>SCORE 3 = Promotes a safe environment for self and fellow employees. // Always demonstrates concern for patient safety. // Intervenes in unsafe situations by taking action.</p> <p>SCORE 4 = Actively works to improve the safety of the environment for all employees in the area. // Shares ideas for a safer environment with the safety committee. // During times of an emergency, shows responsibility in keeping the patients calm and informed regarding the situation. // Is a leader in the promotion of safe practices in the clinic.</p> <p>SCORE 5 = Member of UAMS safety committee and/or participates as a safety Marshall for clinic area. // Evaluates the level of safety of the environment for employees. // Is an advocate in promoting safety issues in the clinic and has contributed at least one change or has suggested a new policy in the clinic to promote safety.</p>							
<b>SAFETY SCORE</b>	<b>0</b>	<b>0</b>					
<b>Employee Comments:</b>							
<b>Evaluator Comments:</b>							

**III. INSTITUTIONAL /PROFESSIONAL STANDARDS**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>Adheres to UAMS Code of Conduct</b>  <a href="http://www.uams.edu/adminguide/win04401.html">http://www.uams.edu/adminguide/win04401.html</a></p> <p>SCORE 1 = Is not familiar with the UAMS Code of Conduct and how it applies to their job. // Counseling or disciplinary action has been taken relating to UAMS Code of Conduct.</p> <p>SCORE 2 = Inconsistent in following all the qualities of UAMS Code of Conduct.</p> <p>SCORE 3 = Shows compassion for patients, has a positive attitude, respects superiors, fellow staff members and patients, and works toward excellence</p> <p>SCORE 4 = Serves on one committee that promotes accountability to adherence to Campus Code of Conduct.</p> <p>SCORE 5 = Participates in QA of adherence to Campus Code of Conduct</p>							
<p><b>Adheres to Clinical Programs and Department policies</b>  <a href="http://www.uams.edu/uh/policy/pp-toc.htm">http://www.uams.edu/uh/policy/pp-toc.htm</a></p> <p>SCORE 1 = Counseling or disciplinary action has been taken relating to adhering to Administrative Guide, Clinical Programs and Departmental policies.</p> <p>SCORE 2 = Is unfamiliar with departmental policies. // Occasionally is not compliant with clinical programs and departmental policies. // Requires additional training.</p> <p>SCORE 3 = Adheres to clinical programs and departmental policies set forth by UAMS and procedures specific to their clinic.</p> <p>SCORE 4 = Serves on committee or work group that develops, revises, and reviews Clinical Program Policies and Procedures.</p> <p>SCORE 5 = Leads programs that provide QA of adherence to Clinical Programs and Departmental policies and procedures</p>							
<p><b>Adheres to Clinical Program and Departmental dress code standards</b>  <a href="http://www.uams.edu/uh/policy/human_resources/hr204.htm">http://www.uams.edu/uh/policy/human_resources/hr204.htm</a></p> <p>SCORE 1 = Does not dress according to UAMS policy or the departmental dress code</p> <p>SCORE 2 = Inconsistent in following UAMS and departmental dress code. // Lacks professional appearance.</p> <p>SCORE 3 = Is appropriately dressed according to UAMS policy and the departmental dress code, wearing ID badge, and demonstrating a professional image in appearance.</p> <p>SCORE 4 = Acts as advocate and departmental role model for adherence to dress code as evidenced by staff meeting minutes, inservices, Mystery Shopping Results.</p> <p>SCORE 5 = Serves on Performance Improvement, Mystery Shopping, or other QA of adherence to Departmental Dress code policies</p>							

**III. INSTITUTIONAL /PROFESSIONAL STANDARDS**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>Works effectively with team/work groups and others to fulfill UAMS Mission</b></p> <p>SCORE 1 = Does not function well as a member of the team. // Does not help out other staff when needed. // Has difficulty working as part of the group.</p> <p>SCORE 2 = Functions as a team player when asked to do so. // Needs encouragement to help others out when there are staffing problems, or during difficult circumstances.</p> <p>SCORE 3 = Participates in one campus/hospital/department work group that impacts Outpatient Services. // Uses good communication skills/teambuilding skills in team/group settings. // Works as part of the team. // Helps others out in performance of duties without being asked.</p> <p>SCORE 4 = Serves as a resource person. // Participates in 2 or more campus/hospital/department/work groups that impacts Outpatient Services. // Serves as a resource for teams/work groups.</p> <p>SCORE 5 = Takes charge of difficult situations to make them run more smoothly. // Leads campus/hospital/department team/ work group that impacts Outpatient Services. // Demonstrates superior teambuilding skills.</p>							
<p><b>Adopts practices to improve work processes, enhance guest satisfaction and reduce wastes and costs.</b></p> <p>SCORE 1 = Is wasteful with supplies and does not utilize equipment and services appropriately. // Knowingly disregards improvement processes.</p> <p>SCORE 2 = Is not concerned with cost effectiveness in regard to supply use and/or utilization of equipment. // Inconsistent and/or unconcerned about process improvement efforts.</p> <p>SCORE 3 = Implements departmental process improvement activity using Plan, Do, Check, Act model. // Develops departmental initiatives to enhance patient/guest satisfaction. // Takes proactive approach to cost containment.</p> <p>SCORE 4 = Participates in institutional committee or process improvement activity . // Active participant in CARE values promotion ( Care Advisory Board, volunteer on CARE committees). // Data shows that initiatives taken reduce waste, contain costs and/or enhance revenue significantly.</p> <p>SCORE 5 = Leads organizational process improvement or participates in multiple process improvement activities. // Chairs committee or subcommittee on CARE values. // Works with other areas to enhance guest satisfaction. // Institutionally accepted recommendations for processes to reduce waste, contain costs, or enhance revenue significantly.</p>							

**III. INSTITUTIONAL /PROFESSIONAL STANDARDS**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>Protects confidential information</b></p> <p>SCORE 1 = Is inappropriate in managing health information. // Has been counseled and/or disciplined in regard to UAMS policy and HIPAA standards.</p> <p>SCORE 2 = Needs further training and instruction on UAMS policy in proper management of communication and handling of health information.</p> <p>SCORE 3 = Adheres to UAMS policy in managing all communications and handling of health care records to prevent improper disclosures and to protect patient confidentiality.</p> <p>SCORE 4 = Is a resource for others in regard to proper implementation of HIPAA standards in questionable situations. // Actively serves on committees that oversee confidentiality issues. // Consistently reviews department operations to assure compliance with Privacy Act. // Provide staff with additional training/education related to HIPAA and/or confidentiality.</p> <p>SCORE 5 = Chair of committee(s) that assess, review, develop and revise Confidentiality related initiatives. // Is proactive in addressing potential HIPAA violations, and correcting them, or bringing them to the attention of their supervisor.</p>							
<b>STANDARDS SCORE</b>	<b>0</b>	<b>0</b>					
<b>Employee Comments:</b>							
<b>Evaluator Comments:</b>							

**IV. PROCESS IMPROVEMENT**

		Posttest	Verbal	PeerReview	Demo	CEU
	Self	PT	V	PR	D	CEU
<p>Participates in ongoing hospital performance assessment and process improvement.  <a href="http://www.uams.edu/UH/policy/administration/a601.htm">http://www.uams.edu/UH/policy/administration/a601.htm</a></p> <p>SCORE 1 = Not supportive of participation in ongoing hospital performance assessment and process improvement.</p> <p>SCORE 2 = Needs further training in identifying the employees' role in performance improvement, and how it relates to the over all hospital performance assessment and process improvement.</p> <p>SCORE 3 = Is involved in ongoing hospital performance assessment and process improvement and works toward ways to improve own area to achieve a positive outcome. // Turns in Department QI to QI committee by established time frames. // Department staff is aware of Hospital QI initiatives and JCAHO requirements.</p> <p>SCORE 4 = Performs the role of Quality Coordinator for the Department. // Participation in the Practice Improvement Committee. // Participation on a multidisciplinary committee/team improving hospital processes.</p> <p>SCORE 5 = Is assigned as the "Standard Champion" by JCAHO readiness team. // Chairs committees or is actively involved in 3 or more multidisciplinary committees/teams improving hospital processes.</p>						
<p>Ensures continuing department performance assessment and process improvement.</p> <p>SCORE 1 = Not supportive of participation in department performance assessment and process improvement.</p> <p>SCORE 2 = Needs further training in identifying the employees' role in performance improvement, and how it relates to the over all department performance assessment and process improvement.</p> <p>SCORE 3 = Actively works toward continuing department performance assessment and process improvement in alignment with hospital and department ideas and goals.</p> <p>SCORE 4 = Measurable improvement is achieved resulting from personal performance assessment and process improvement. // Provides examples of waste reduction or customer satisfaction.</p> <p>SCORE 5 = Is a resource for other staff in the area of department performance assessment and process improvement.</p>						

**IV. PROCESS IMPROVEMENT**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>Creates work processes to enhance customer satisfaction and reduce waste.</b></p> <p>SCORE 1 = Is wasteful with supplies and does not utilize equipment and services appropriately. // Knowingly disregards improvement processes.</p> <p>SCORE 2 = Is not concerned with cost effectiveness in regard to supply use and/or utilization of equipment. // Inconsistent and/or unconcerned about process improvement efforts.</p> <p>SCORE 3 = Implements departmental process improvement activity using Plan, Do, Check, Act model. // Develops departmental initiatives to enhance patient/guest satisfaction. // Takes proactive approach to cost containment.</p> <p>SCORE 4 = Participates in institutional committee or process improvement activity. // Active participant in CARE values promotion ( Care Advisory Board, volunteer on CARE committees). // Data shows that initiatives taken reduce waste, contain costs and/or enhance revenue significantly.</p> <p>SCORE 5 = Leads organizational process improvement or participates in multiple process improvement activities. // Chairs committee or subcommittee on CARE values. // Works with other areas to enhance guest satisfaction. // Institutionally accepted recommendations for processes to reduce waste, contain costs, or enhance revenue significantly.</p>							
<b>PROCESS IMPROVEMENT SCORE</b>	<b>0</b>	<b>0</b>					
<b>Employee Comments:</b>							
<b>Evaluator Comments:</b>							

**V. PERFORMS ROLE OF**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>PRACTICES ACCORDING TO SAFETY AND INFECTION CONTROL PRACTICES</b></p> <p>SCORE 1 = Demonstrates an unacceptable level of skill or understanding of Safety and Infection control practices.</p> <p>SCORE 2 = Demonstrates inconsistently in level of skill or understanding of Safety and Infection control practices.</p> <p>SCORE 3 = Recognizes and reports unsafe conditions to charge nurse. // Notifies Charge Nurse of unsafe clinic practices. // Maintains a safe patient care environment.</p> <p>SCORE 4 = Demonstrates initiative by identifying potential safety hazards and making recommendations for safety improvement.</p> <p>SCORE 5 = Participates in the evaluation of ongoing clinic safety and infection control practices, and instructs and guides new employees regarding these standards.</p>							
<p><b>INITIATES AND FOLLOWS ESTABLISHED STANDARDS IN EMERGENCY SITUATIONS</b></p> <p>SCORE 1 = Unable to verbalize or demonstrate role in emergency procedures. // Avoids participation in emergency situations.</p> <p>SCORE 2 = Unable to effectively relate pertinent information to others involved. // Responds slowly or inappropriately to emergency situations.</p> <p>SCORE 3 = Functions as directed by RN or physician in emergency situations. // Reprioritizes clinic activities to ensure that patient care needs are met during emergency situations. // Recognizes changes in patient condition indicating deterioration and relays changes to the RN immediately. Communicates other changes as indicated. // Responds to emergency situations.</p> <p>SCORE 4 = Initiates and guides patients and personnel appropriately in emergency situations.</p> <p>SCORE 5 = Makes written suggestions to improve emergency situation responses, both by clinic and outside agencies.</p>							
<p><b>PARTICIPATES IN CLINIC ORGANIZATION</b></p> <p>SCORE 1 = Demonstrates little or no motivation or participation in clinic organizational activities, attends less than 50% of staff meetings.</p> <p>SCORE 2 = Minimally participates in clinic organizational activities, attends more than 50% but less than 75% of staff meetings.</p> <p>SCORE 3 = Documents attendance at 75% of clinic staff meetings. // Reads and initials minutes of staff meetings when unable to attend staff meetings. // Utilizes clinic mechanisms to obtain updated information; Reads emails and responds when appropriate.</p> <p>SCORE 4 = Actively participates in clinic organizational activities, attends more than 75% but less than 100% of staff meetings.</p> <p>SCORE 5 = Actively participates in and independently contributes during clinic organizational activities, attends 100% of staff meetings</p>							

**V. PERFORMS ROLE OF**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>COMMUNICATES CLINICAL INFORMATION</b></p> <p>SCORE 1 = Does not attend external educational offerings or share clinical articles with other staff.</p> <p>SCORE 2 = Attends some external educational offerings but does not effectively communicate information with other staff.</p> <p>SCORE 3 = Reads and shares information from one current article related to area of practice utilizing clinic defined mechanisms. // Shares information with co-workers within 4 weeks of attending an external educational offering, using staff meetings, poster or inservices.</p> <p>SCORE 4 = Reads and shares information from two current articles related to area of practice utilizing clinic defined mechanisms.</p> <p>SCORE 5 = Reads and shares information from three current articles related to area of practice utilizing clinic defined mechanisms.</p>							
<p><b>UTILIZES OPC SYSTEMS FOR PROBLEM SOLVING</b></p> <p>SCORE 1 = Fails to report problems.</p> <p>SCORE 2 = Does not report problems in a timely manner. // Fails to show initiative to solve system problems before reporting.</p> <p>SCORE 3 = Shows initiative to solve system problems before reporting to supervisor. // Reports problems/issues to supervisor.</p> <p>SCORE 4 = Serves as a resource to other clinic staff in solving system problems before management involvement.</p> <p>SCORE 5 = Makes written recommendations to improve deficiencies in clinical systems.</p>							
<p><b>ADMINISTERS MEDICATION FOLLOWING UAMS NURSING STANDARDS AND NURSE PRACTICE ACT</b></p> <p>SCORE 1 = Does not know side effects or contraindications of clinic specific medications, does not document mediations given, and/or does make a medication error.</p> <p>SCORE 2 = Demonstrates lack of knowledge of clinic specific medications, documents inconsistently or inaccurate.</p> <p>SCORE 3 = Administers medication using 5 rights. // Knows action and side effects of medications. // Monitors patients for response and/or side effects. // Documents medication administration. // Documents patient response to medication, PRN medication, adverse reactions. // Reports side effects to RN.</p> <p>SCORE 4 = Serves as a resource to family members, patients, and other clinic staff regarding proper techniques and education on clinic specific medications.</p> <p>SCORE 5 = Provides inservices on new or existing medication.</p>							
<p><b>MAINTAINS CLINICAL COMPETENCIES SPECIFIC TO CLINIC</b></p> <p>SCORE1 = Can not perform a minimum of 50% of the skills required on clinic competencies and/or lacks initiative to learn.</p> <p>SCORE 2 = Can not perform a minimum of 75% of the skills required on clinic competencies.</p> <p>SCORE 3 = Performs skills on clinic checklist annually according to procedure. // Learns skills needed for new equipment and procedures. // Learns appropriate techniques for cleaning and disinfecting supplies, instruments and equipment per clinic standards in daily work, as well as for teaching others.</p> <p>SCORE 4 = Identifies new clinical skills competency needs.</p> <p>SCORE 5 = Completes appropriate sections in leadership competencies. // Acts as a resource in performing new skills.</p>							
<p><b>COLLECTS CLINICAL DATA UNDER THE DIRECTIONS OF A RN</b></p> <p>SCORE 1 = Unable to collect and/or document appropriate clinical data.</p> <p>SCORE 2 = Inconsistently collects and/or documents appropriate clinical data or does so inaccurately.</p> <p>SCORE 3 = Collects and documents patient data in an ongoing and systematic manner. // Identifies changes in patient status and relays changes to RN. // Makes observations about family support system for assigned patients; documents observations. // Completes a discharge/transfer note on assigned patients. // Locates and identifies clinic manuals online.</p> <p>SCORE 4 = Communicates changes, anticipates potential problems and reports such to RN.</p> <p>SCORE 5 = Teaches others to locate and identify clinic manuals, documents, and/or programs online.</p>							

**V. PERFORMS ROLE OF**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>ASSISTS IN THE DEVELOPMENT OF A POC FOR CLINIC PATIENTS</b></p> <p>SCORE 1 = Does not complete discharge plan and does not follow through with plan of care for assigned patients.</p> <p>SCORE 2 = Inconsistently completes discharge plan and follow-up of plan of care for assigned patients. // Receives complaints from patients on failure to follow-up with plan of care.</p> <p>SCORE 3 = Assists the RN in ongoing review and revision of POC for assigned patients. // Attends patient care conferences according to clinic specific standards. // Implements and documents portions of discharge plan as delegated by RN.</p> <p>SCORE 4 = Collaborates with RN in modification of POC for specific patient(s). // Participates in patient care conferences with the responsible RN. // Assists RN with discharge planning for specific patient(s).</p> <p>SCORE 5 = Serves as a facilitator in patient care conferences. // Able to manage plan of care for complex and/or difficult patients.</p>							
<p><b>IMPLEMENTS PATIENT CARE UTILIZING THE POC</b></p> <p>SCORE 1 = Can not verbalize basic understanding of diagnosis, prescribed medications and treatments, and nursing interventions for clinic patients.</p> <p>SCORE 2 = Inconsistently documents care given on appropriate forms. // Inconsistently assists other staff in providing care, to ensure that needs are met in the clinic.</p> <p>SCORE 3 = Provides basic nursing care for clinic patients. // Consults RN as necessary to implement care. // Documents care given on appropriate forms. // Implements the medical POC. // Provides care as assigned, and documents. // Verbalizes basic understanding of diagnosis, prescribed medications and treatments, and nursing interventions for clinic patients. // Incorporates family into delivery of patient care. // Assists other staff in providing care, to ensure that needs are met in the clinic. // Considers appropriate age-specific needs.</p> <p>SCORE 4 = Identifies need for additional health care resource intervention and reports to RN. // Appropriately accesses resources to achieve desired patient outcomes.</p> <p>SCORE 5 = Identifies need and implements additional health care resource intervention.</p>							
<p><b>EVALUATES PATIENT RESPONSE TO SPECIFIC INTERVENTIONS</b></p> <p>SCORE 1 = Lacks the skills to properly evaluate patient responses to specific interventions.</p> <p>SCORE 2 = Can evaluate patient responses to specific interventions but does not properly document responses. // Does not make appropriate suggestions for changes in patient care to RN.</p> <p>SCORE 3 = Evaluates and documents the patient's and family's response to nursing interventions and patient education. // Evaluates and documents the response to medical treatments or therapies. // Confirms observations with RN. // Makes suggestions for changes in patient care to RN. // Reports patient concerns/complaints to RN or manager.</p> <p>SCORE 4 = Utilizes patient/family, nursing peers, and other health care team members input in evaluating patient's response to specific interventions.</p> <p>SCORE 5 = Able to identify critical, life-threatening responses and intervene appropriately.</p>							
<p><b>OBTAINS NECESSARY SUPPLIES/EQUIPMENT FOR PATIENT CARE</b></p> <p>SCORE 1 = Does not check or stock supplies to meet clinic needs.</p> <p>SCORE 2 = Inconsistently checks or stocks supplies to meet clinic needs. // Does not check medications and supplies for expiration dates unless directed to.</p> <p>SCORE 3 = Utilizes ancillary help to obtain routine supplies and equipment. // Obtains supplies and equipment for the next day. // Cleans work areas, removing used supplies, instruments and equipment to soiled utility for cleaning. // Checks medications and supplies for expiration dates and removes from shelves and exam rooms.</p> <p>SCORE 4 = Establish a minimum stock level for each item and develop system for monitoring stock level.</p> <p>SCORE 5 = Identify cost effective ways to reduce the clinic supply costs without jeopardizing patient care.</p>							

**V. PERFORMS ROLE OF**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>MAINTAINS COMPETENCIES REQUIRED TO OPERATE EQUIPMENT IN THE CLINIC WORK AREA</b></p> <p>SCORE 1 = Unable to effectively demonstrate the proper use and care of clinical equipment and supplies or to identify specific problems.</p> <p>SCORE 2 = Inconsistent use and care of clinical equipment and supplies.</p> <p>SCORE 3 = Uses equipment according to clinic specific checklist. // Sets up, operates, and maintains equipment with minimal assistance. // Uses supplies and equipment judiciously. // Charges appropriately for supplies and equipment used in patient care. // Reports problems appropriately.</p> <p>SCORE 4 = Assumes responsibility in the proper use and care of clinical equipment and supplies, understands the importance of cost effective patient care and plans accordingly.</p> <p>SCORE 5 = Serves as a resource regarding equipment competencies.</p>							
<p><b>ORGANIZES AND PRIORITIZES IN DAILY ASSIGNMENTS</b></p> <p>SCORE 1 = Does not organize and prioritize workload effectively. // Does not delegate tasks appropriately to other team members.</p> <p>SCORE 2 = Disorganized and inconsistent in providing or planning for patient care in performance of job functions.</p> <p>SCORE 3 = Disorganized and inconsistent in providing or planning for patient care in performance of job functions . // Delegates task as appropriate to other team members. // Responds to patient calls and messages in timely manner according to clinic standards. // Seeks assistance from RN when necessary. // Consults with RN for difficult telephone messages and requests. // Obtains approval prior to use of overtime.</p> <p>SCORE 4 = Organizes workload and performs job functions with minimal supervision, accepts added responsibilities willingly when appropriate, independently manages time well.</p> <p>SCORE 5 = Organizes team to implement plan of action to complete workload in timely manner.</p>							
<p><b>INCLUDES PATIENT, FAMILY, AND SIGNIFICANT OTHERS IN IMPLEMENTATION OF CARE</b></p> <p>SCORE 1 = Does not implement appropriate teaching tools/instructions for clinic patients. // Does not document instructions/teaching provided per clinic standards.</p> <p>SCORE 2 = Inconsistently implements appropriate teaching tools/instructions for clinic patients. // Inconsistently documents instructions/teaching provided per clinic standards. // Lacks ability to skillfully teach patients/families. // Inconsistently refers patients to formal patient care classes when appropriate.</p> <p>SCORE 3 = Implements appropriate teaching tools/instructions for clinic patients. // Demonstrates ability to teach patients/families. // Refers complex teaching needs to RN. // Documents instructions/teaching provided per clinic standards. // Assists RN's in the development or modification of protocols and teaching tools as requested. // Evaluates and documents effectiveness of patient/family teaching.</p> <p>SCORE 4 = Able to identify teaching needs that are not currently met.</p> <p>SCORE 5 = Develop or modify protocols and teaching tools to improve patient care. // Able to handle complex teaching needs without assistance.</p>							
<p><b>SERVES AS A PATIENT ADVOCATE</b></p> <p>SCORE 1 = Unable to identify possible ethical issues. // Disrespectful to patient/family decisions or directives in care. // Does not document patient's decision/requests related to care in nurses' notes.</p> <p>SCORE 2 = Identifies possible ethical issues and handles inappropriately. // Does not understand proper Patient Safety reporting procedures.</p> <p>SCORE 3 = Identifies possible ethical issues and seeks guidance. // Documents patient's decision/requests related to care in nurses notes. // Demonstrates respect for patient/family decisions or directives in care. // Documents patient's decision/requests related to care in nurses notes.</p> <p>SCORE 4 = Identifies clinic wide patient issues and takes the initiative to resolve.</p> <p>SCORE 5 = Serves as a resource for clinic in identifying and handling complex ethical issues.</p>							

**V. PERFORMS ROLE OF**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p><b>SUPPORTS OTHERS IN LEARNING AND PERFORMING DUTIES</b></p> <p>SCORE 1 = Inability or unwillingness to problem solve, support, mentor, or encourage co-workers in a private and constructive manner. SCORE 2 = Inconsistent in supporting, mentoring, or encouraging co-workers in a private and constructive manner.</p> <p>SCORE 3 = Provides input to the CN regarding staff performance. // Informs CN of changing patterns of care needs that will affect the clinic workload. // Demonstrates commitment to meet clinic patient care needs by responding to unexpected staffing needs. // Provides feedback to co-workers in a private and constructive manner. // Praises others for quality job performance. // Orients students and/or residents to clinical environment.</p> <p>SCORE 4 = Assists and directs clinic patient care and workflow independently. // Role models positive behavior during periods of change/increased workload or stress. SCORE 5 = Accurately explains and demonstrates patient care procedures for new employees, students, and residents.</p>							
<p><b>APPLIES COMMUNICATION SKILLS (VERBAL AND NON-VERBAL) IN ALL INTERACTIONS</b></p> <p>SCORE 1 = Unable to effectively or discretely communicate with patients and peers, unable or willing to provide solutions to communication problems. SCORE 2 = Inconsistent when communicating with patients and peers; rarely provides solutions to communication problems. SCORE 3 = Listens and initiates feedback to ensure effective communications. // Practices discretion in information shared with patient and peers. // Participates in the development of solutions to communication problems. SCORE 4 = Efficiently and confidently communicates with patients and peers, often provides solutions to communication problems. SCORE 5 = Proactively identifies communication problems within clinic and ancillary departments and provides solutions.</p>							
<p><b>USES CONSTRUCTIVE FEEDBACK TO IMPROVE PRACTICE</b></p> <p>SCORE 1 = Unable or unwilling to accept feedback or to take corrective action, provides no written goals, does not participate in learning experiences. SCORE 2 = Inconsistent when accepting feedback or taking corrective action, providing written goals, does not participate in adequate learning experiences. SCORE 3 = Accepts constructive feedback from peers/CN or manager; takes corrective action when needed. // Completes annual self-evaluation and returns by due date. // Develops written goals and plan of action to enhance practice; submits with annual self-evaluation. // Participates in additional learning experiences to increase competence. // Seeks resources to improve knowledge base and develop new skills to resolve communication or practice concerns. SCORE 4 = Requests and accepts feedback and takes corrective action, provides written goals, proactively participates in learning experiences and does these routinely throughout the year. SCORE 5 = Accepts constructive feedback and offers plan to supervisor on way to improve practice throughout the clinic.</p>							
<p><b>PARTICIPATES IN THE RESEARCH PROCESS</b></p> <p>SCORE 1 = When asked to participate, does not complete surveys and data collection. SCORE 2 = When asked to participate, inconsistently and inaccurately completes surveys and data collection. SCORE 3 = Completes surveys and data collection forms for research/ evaluation projects. // Is aware of current research/evaluation projects in clinic. // Offers suggestions to RN for clinic based research projects. SCORE 4 = Volunteers to help with clinic based research projects without being asked. SCORE 5 = Volunteers for research projects that occur outside the clinic setting.</p>							

**UAMS MEDICAL CENTER  
LPN I OUTPATIENT**

**CLINICAL PROGRAMS  
PERFORMANCE APPRAISAL**

**V. PERFORMS ROLE OF**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<b>PROFESSIONAL ACTIVITIES/INCENTIVES</b> SCORE 1 = Does not participate or attend meetings regarding specialty and nursing related activities. SCORE 2 = Inconsistently participates or attends meetings regarding specialty and nursing related activities. SCORE 3 = Active participant; attends meetings regarding specialty and nursing related activities SCORE 4 = Holds membership in a nursing organization. SCORE 5 = Holds office, functions on committee, or works on special events and projects with organization. // Collaborates with other clinic staff/resources to present inservice/seminar or presentation to public, related to specialty.							
Completes annual evaluation packet (self-evaluation, competencies, etc.) and returns to supervisor by designated due date							
Promotes a positive work environment by treating co-workers and patients with respect and courtesy at all times							
<b>PERFORMS ROLE OF SCORE</b>	<b>0</b>	<b>0</b>					
Employee Comments:							
Evaluator Comments:							

**VI. PROFESSIONAL GROWTH**

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<b>PARTICIPATES IN CONTINUING EDUCATION</b> SCORE1 = Has 7 or less educational hours. SCORE 2 = Has a minimum of 8 but less than 12 educational hours. SCORE 3 = Meets minimum requirement of 12 education hours. SCORE 4 = Has at least 16 educational hours. SCORE 5 = Has at least 20 educational hours.							
<b>PARTICIPATES IN PROFESSIONAL/INSTITUTIONAL ADVANCEMENT AS EVIDENCED BY MEMBERSHIP IN PROFESSIONAL ORGANIZATION</b> SCORE 1 = Shows lack of initiative in completing assigned courses specific to clinic patient population. SCORE 2 = Does not complete assigned courses specific to clinic patient population. // Needs additional instruction in courses specific to clinic patient population. SCORE 3 = Successfully completes assigned courses specific to clinic patient population. SCORE 4 = Seeks opportunities to develop new skills related to specialty and within LPN Scope of Practice at UAMS. SCORE 5 = Designs or implements one of the following: unit based inservice, patient education tool, educational tool, information from external conference in form of poster or inservice. // Member of an accredited Nursing Association.							
<b>PROFESSIONAL GROWTH SCORE</b>	<b>0</b>	<b>0</b>					
<b>Employee Comments:</b>							
<b>Evaluator Comments:</b>							

Rate Employee's Overall Performance		SECTION VALUE	SECTION MAX POSSIBLE	SECTION TOTAL FROM EACH SECTION	VALUE WEIGHT	SECTION SCORE
I.	GUEST RELATIONS (25%)	125	0	0	#DIV/0!	#DIV/0!
II.	SAFETY AND EMERGENCY PREPAREDNESS (10%)	50	0	0	#DIV/0!	#DIV/0!
III.	INSTITUTIONAL/PROFESSIONAL STANDARDS (5%)	25	0	0	#DIV/0!	#DIV/0!
IV.	PROCESS IMPROVEMENT (5%)	25	0	0	#DIV/0!	#DIV/0!
V.	PERFORMS ROLE OF OUTPATIENT LPN (50%)	250	0	0	#DIV/0!	#DIV/0!
VI.	PROFESSIONAL GROWTH (5%)	25	0	0	#DIV/0!	#DIV/0!

- Section Value - multiple 500 points by the assigned percent value for the section.
- Section Maximum Possible - multiply the maximum possible score of 5 by the total number of criteria.
- Section Total - total the scores achieved for each criteria based on employee's performance.
- Value Weight - divide the Section Value by the Section Maximum Possible.
- Section Score - multiply the Section Total by the Value Weight.

**OVERALL SCORE**

#DIV/0!

**RECOMMENDED MERIT INCREASE**

Classified Conversion: 500 - 426 =3 exceeds expectations  
425-300 =2 Satisfactory 299-100 = 1

I have reviewed my performance appraisal and I:  Agree with my evaluation  Disagree with my evaluation

COMMENTS:

Signatures

\_\_\_\_\_  
EMPLOYEE'S SIGNATURE / DATE

\_\_\_\_\_  
EVALUATOR'S SIGNATURE / DATE

I acknowledge that this performance appraisal was discussed with me.  
Signature does not necessarily mean agreement.