

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.

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

I. GUEST RELATIONS

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU
<p>Adheres to UAMS guest Relations Guidelines</p> <p>http://www.uams.edu/uh/policy/human_resources/hr103.htm</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>Uses appropriate communication (written & verbal)</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>Availability/Responsiveness</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>Respectful of others</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>Takes proactive approach toward customers.</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>							
GUEST RELATIONS SCORE	0	0					
Employee Comments:							
Evaluator Comments:							

II. SAFETY AND EMERGENCY PREPAREDNESS

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p>Adheres to UAMS patient safety plan http://www.uams.edu/uh/policy/administration/a406.htm 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>Complies with safety instructions 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>Observes safe work practices 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>Provides input on safety issues SCORE 1 = Does not offer input on safety issues SCORE 2 = Does not always report safety issues to the supervisor SCORE 3 = Consistently offers input on safety issues. // Reports unsafe conditions or observations to supervisor. 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. 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>Promotes a safe work environment SCORE 1 = Shows no concern with safety issues SCORE 2 = Does not always report safety concerns. // Safety is not a priority. SCORE 3 = Promotes a safe environment for self and fellow employees. // Always demonstrates concern for patient safety. // Intervenes in unsafe situations by taking action. 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. 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>							
SAFETY SCORE	0	0					
Employee Comments:							
Evaluator Comments:							

III. INSTITUTIONAL /PROFESSIONAL STANDARDS

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p>Adheres to UAMS Code of Conduct http://www.uams.edu/adminguide/win04401.html</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>Adheres to Clinical Programs and Department policies http://www.uams.edu/uh/policy/pp-toc.htm</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>Adheres to Clinical Program and Departmental dress code standards http://www.uams.edu/uh/policy/human_resources/hr204.htm</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>Works effectively with team/work groups and others to fulfill UAMS Mission</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>Adopts practices to improve work processes, enhance guest satisfaction and reduce wastes and costs.</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>Protects confidential information</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>							
STANDARDS SCORE	0	0					

Employee Comments:

Evaluator Comments:

IV. PROCESS IMPROVEMENT

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p>Participates in ongoing hospital performance assessment and process improvement. http://www.uams.edu/UH/policy/administration/a601.htm</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>Creates work processes to enhance customer satisfaction and reduce waste.</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>							

PROCESS IMPROVEMENT SCORE

0

0

Employee Comments:

Evaluator Comments:

V. PERFORMS ROLE OF

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p>PROVIDES CARE BASED ON THE NURSING PROCESS</p> <p>SCORE 1 = Does not conduct assessments appropriately upon arrival. //Is unfamiliar with or does not properly perform the policies, procedures, and protocols of clinic specific standards of care.</p> <p>SCORE 2 = Conducts incomplete assessments and/or needs direction in conducting proper assessments. //Requires additional instruction in the protocols, procedures, policies, and clinic specific standards of care.</p> <p>SCORE 3 = Conducts proper assessments of patients upon arrival, transfers, and/or discharges. //Implements patient care in adherence to clinic specific standards of care and UAMS protocols, policies, and procedures.</p> <p>SCORE 4 = Properly implements plan of care according to clinic and UAMS policies, protocols, and procedures. //Recognizes potential problems in the patient population and reports to supervisor/physician. //Appropriately plans and implements teaching for patients and family members with complex learning needs.</p> <p>SCORE 5 = Is proactive recognizing changes which need to be made and revisions to clinic protocol to increase productivity and quality of care. //Is an excellent resource for clinic staff. //Exceeds expectations in teaching plan of care to patients and family member with complex learning needs.</p>							
<p>DOCUMENTS CARE APPROPRIATELY</p> <p>SCORE 1 = Documentation of care is incomplete and/or inappropriate.</p> <p>SCORE 2 = Is inconsistent in completion of documentation. //Needs further training in proper documentation as required by the clinic specialty.</p> <p>SCORE 3 = Documents patient assessments according to standards. //Documents medication administration. //Documents patient responses to medications as indicated. //Appropriately documents all patient care communication.</p> <p>SCORE 4 = Serves as a resource for other staff members in proper documentation in the clinic chart.</p> <p>SCORE 5 = Writes policies, protocols, and procedures for proper documentation for the plan of care for the clinic. //Submits suggestions for change in current documentation practices.</p>							
<p>FACILITATES DISCHARGE PROCESS</p> <p>SCORE 1 = Does not collaborate/communicate with any of the health care team members to anticipate and/or meet the needs of the patient. //Shows no interest in being a team member in this process.</p> <p>SCORE 2 = Lacks initiative and organizational skills to collaborate/communicate with health care team members to anticipate patient treatment planning needs and facilitate future care.</p> <p>SCORE 3 = Collaborates and communicates in proactive manner with health care team members to anticipate patient discharge planning needs.</p> <p>SCORE 4 = Always communicates clearly and effectively with all members of the healthcare team and provides follow up with patient and family regarding on going health issues. //Develops a positive relationship with the patient and family.</p> <p>SCORE 5 = Effectively manages problems associated with a complex discharge and communicates thoroughly and appropriately to meet patient needs.</p>							
<p>PARTICIPATES IN QI PROCESS</p> <p>SCORE 1 = Shows no interest in improving quality of care for patients. //Is not involved in QI monitoring. //Fails to report known legal risk to supervisor promptly. //Does not report variances properly.</p> <p>SCORE 2 = Is reluctant to assist in QI monitoring, and/or collects data improperly. //Inconsistently reports incidents/errors using the proper format.</p> <p>SCORE 3 = Provides accurate information regarding legal risk issues to supervisor, reports error/incidents in a timely fashion using the proper format. //Assists in QI monitoring when asked. //Participates in review/revision of clinical protocols/guidelines.</p> <p>SCORE 4 = Identifies potential risks and communicates these to their supervisor, suggesting changes and improvements. //Is a vital part of the QI monitoring team.</p> <p>SCORE 5 = Makes suggestions for possible projects to be evaluated. //Is proactive in identifying potential risks and providing solutions. //Serves as a resource for new employees in the QI process.</p>							

**UAMS MEDICAL CENTER
RN I OUTPATIENT**

**CLINICAL PROGRAMS
PERFORMANCE APPRAISAL**

V. PERFORMS ROLE OF

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p>ACTS AS A RESOURCE/SUPPORT TO OTHERS INCLUDING STUDENTS IN THE PERFORMANCE OF DUTIES</p> <p>SCORE 1 = Does not provide support or guidance for orientation of new staff members. //Is not involved in evaluations where applicable.</p> <p>SCORE 2 = Inconsistent and marginally qualified to provide instruction and direction to healthcare members.</p> <p>SCORE 3 = Provides support to staff during their orientation process and additional help to healthcare members when needed. //Participates in evaluations where applicable.</p> <p>SCORE 4 = Educates staff on clinic policies, protocols, procedures, and uses of equipment.</p> <p>SCORE 5 = Is proactive in providing instruction and support to employees when the need arises.</p>							
<p>USES MULTIDISCIPLINARY APPROACH TO PATIENT CARE</p> <p>SCORE 1 = Does not initiate referrals to healthcare team members. //Does not plan strategies with other disciplines for patient care. //Does not collaborate with other disciplines for timely patient discharge/transfer.</p> <p>SCORE 2 = Is not familiar with the process of contacting other disciplines and needs further instruction in the process. //Does not follow through to ensure completion of treatment plan.</p> <p>SCORE 3 = Initiates referrals to healthcare team members, plans strategies with other disciplines for patient care, collaborates with other disciplines for timely patient discharge/transfer.</p> <p>SCORE 4 = Is able to independently initiate the referral process and accurately instruct others.</p> <p>SCORE 5 = Is proactive in documenting alternatives in difficult situations in regards to patient referrals to other disciplines.</p>							

**UAMS MEDICAL CENTER
RN | OUTPATIENT**

**CLINICAL PROGRAMS
PERFORMANCE APPRAISAL**

V. PERFORMS ROLE OF

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<p>DELEGATES CARE APPROPRIATELY</p> <p>SCORE 1 = Rarely assumes any responsibility in helping make assignments necessary for responsible patient care. //Is not willing to accept the responsibility of being reassigned to a different work area to help with patient coverage, even when recognizing the need for work reassignment to assist in appropriate clinic coverage.</p> <p>SCORE 2 = At times is responsible for making clinical assignments as needed for providing reasonable clinic coverage, however is reluctant to make a change.</p> <p>SCORE 3 = Makes clinical assignments based on: Complexity of patient's condition, dynamics of patient status, type of technology needed, degree of supervision required, availability of supervision, relevant infection control and safety concerns. //Reallocates staff within clinic on emergency basis or according to patient census.</p> <p>SCORE 4 = Consistently takes the responsibility of making clinical assignments as indicated. //Willing to accept reassignment of work area to help maintain responsible patient care coverage, with a positive attitude. //Is proactive in recognizing the need for reassignment and reports these to the supervisor.</p> <p>SCORE 5 = Participates in evaluation of staffing patterns and recommends change. //Is proactive in recognizing the needs of other staff and readily helps them to complete their tasks, without being asked</p>							
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							
PERFORMS ROLE OF SCORE	0	0					
Employee Comments:							
Evaluator Comments:							

VI. PROFESSIONAL GROWTH

	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
PARTICIPATES IN CONTINUING EDUCATION 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.							
PARTICIPATES IN PROFESSIONAL/INSTITUTIONAL ADVANCEMENT AS EVIDENCED BY MEMBERSHIP IN PROFESSIONAL ORGANIZATION 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 RN 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.							
PROFESSIONAL GROWTH SCORE	0	0					
Employee Comments:							
Evaluator Comments:							

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!

OVERALL SCORE

#DIV/0!

**RECOMMENDED
MERIT INCREASE**

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.

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.

Administrative