

I. GUEST RELATIONS

	SELF	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
Adheres to UAMS guest Relations Guidelines							
http://www.uams.edu/uh/policy/human_resources/hr103.htm							
Uses appropriate communication (written & verbal)							
*Uses line of authority when communicating information/problems involving patients/staff. *Communicates accurate and complete information. *Listens and initiates feedback to ensure effective communication. *Ventilates frustrations in appropriate time, place and manner. *Practices discretion (Confidentiality) in information shared with patients and peers.							
Availability/Responsiveness							
*Adheres to department attendance standards by: Observing assigned work hours, reports promptly to duty notifying department of scheduled, unscheduled absences and tardiness per policy. *Responds to staffing needs of unit.							
Respectful of others							
*Respects patient's privacy and confidentiality. *Treats patients and visitors with care, compassion and dignity. *Promote positive image of University Hospital. *Assist other staff members in completing job assignments. *Being cooperative and pleasant to co-workers. *Respond to co-workers needs.							
Takes proactive approach toward customers.							
*Shows courtesy toward visitors by being pleasant and helpful on the telephone or in person (introducing self, making eye contact and calling others by name). *Assist patients and visitors with information and/or solutions to problems. *Helping or offering assistance to patients, visitors and staff who look confused.							
GUEST RELATIONS SCORE		0	0				
Comments:							

II. SAFETY AND EMERGENCY PREPAREDNESS

	SELF	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
Adheres to UAMS patient safety plan							
http://www.uams.edu/uh/policy/administration/a406.htm							
Complies with safety instructions							
*Adheres to safety standards related to equipment and electrical safety, infection control and OSHA requirements. *Knowledgeable regarding role in emergency codes and procedures. *Completes all mandatory competency requirements annually.							
Observes safe work practices							
*Assumes responsibility for personal safety by using proper body mechanics, universal precautions and proper handling of hazardous materials. *Responds in emergency situations.							
Provides input on safety issues							
Promotes a safe work environment							
*Intervenes in unsafe situations by taking action. *Documents in PSN system.							
SAFETY SCORE		0	0				
Comments:							

III. INSTITUTIONAL/PROFESSIONAL STANDARDS		Posttest	Verbal	PeerReview	Demo	CEU	
	SELF	Evaluator	PT	V	PR	D	CEU
Adheres to UAMS Code of Conduct http://www.uams.edu/adminguide/win04401.html							
Adheres to Clinical Programs and Department policies http://www.uams.edu/uh/policy/pp-toc.htm							
Adheres to Clinical Program and Departmental dress code standards http://www.uams.edu/uh/policy/human_resources/hr204.htm							
*Complies with dress code policy including wearing UAMS ID badge and demonstrates a professional image in appearance.							
Works effectively with team/work groups and others to fulfill UAMS Mission							
*Serves as resource person to support department members in performance of duties.							
Adopts practices to improve work processes, enhance guest satisfaction and reduce wastes and costs.							
*Notifies appropriate staff members of problems requiring prompt intervention. *Identifies and reports areas where cost effectiveness can be implemented within the department. *Utilizes department supplies, equipment and services appropriately.							
Protects confidential information							
*Adheres to UAMS policy in managing all communications and handling of health care records to prevent improper disclosures and to protect patient confidentiality. *Protects health information that is used/disclosed in any form (electronic, paper, or oral) in practice.							
STANDARDS SCORE		0	0				
Comments:							
IV. PROCESS IMPROVEMENT		Posttest	Verbal	PeerReview	Demo	CEU	
	SELF	Evaluator	PT	V	PR	D	CEU
Participates in ongoing hospital performance assessment and process improvement. http://www.uams.edu/UH/policy/administration/a601.htm							
Ensures continuing department performance assessment and process improvement.							
Creates work processes to enhance customer satisfaction and reduce waste.							
PROCESS IMPROVEMENT SCORE		0	0				
Comments:							

V. PERFORMS ROLE OF ASSISTANT DIRECTOR OF NURSING (ADON)		Posttest	Verbal	PeerReview	Demo	CEU	
		SELF	Evaluator	PT	V	PR	D
V.1 BED UTILIZATION							
Monitors bed availability, in-house transfers, and anticipated discharges by making periodic, frequent rounds on all patient care units.							
Manages requests for admission, communicating with physicians, clinic staff, in-house staff or the ED and PACU and others as needed.							
Communicates bed availability and patient assignments with Bed Management Office to ensure a current Bed Board.							
Assigns patients to beds based on clinical needs, bed availability, and other considerations such as staffing; infection control; immunocompromise; prison status; VIP status, and prioritization of emergent, urgent and elective admissions.							
Communicates bed availability to the PACU, OR, ED, Cath Lab, ICU and others as needed.							
Coordinates in-house transfers.							
Coordinates inter-facility transfers.							
Assists Housekeeping staff with determination of priorities for bed cleaning.							
Coordinates with and communicates with Bed Management Office staff at 11 P.M and 7 A.M. to ensure a smooth transition of pertinent information related to patient flow.							
Comments:							
V.2 CLINICAL RESOURCE							
Rounds on inpatient units ensuring real time availability of management for staff members.							
Confers with physicians to triage patients for placement (in high census situations) including but not limited to internal and external referral sources.							
Develops contingency plans to ensure flexibility and unit responsiveness.							
Comments:							
V.3 COMMUNICATION							
Attends report to receive or relay pertinent information regarding patient care, staffing issues, facility operation, etc.							
Attends staff meetings with supervisor to ensure information throughput.							
Evaluates and validates bed availability, staffing and other required resources, and makes recommendations regarding ambulance diversion. Exhausts all measures and resources before recommending diversion to the Hospital Administrator on call.							
Collects unit census and pertinent patient/staff data on each shift and reports accordingly.							
Receives notification of all in-house expirations, assuring notification ARORA, and/or coroner.							
Contacts manger via email or telephone concerning problems, issues, or outstanding performance by employee(s) that has occurred.							
Comments:							
V.4 EDUCATION							
Shares information regarding educational needs/attendance at seminars, to improve function as house supervisor.							
Participates in division, department, and hospital-level meetings and committees as appropriate.							
Comments:							

V. PERFORMS ROLE OF ASSISTANT DIRECTOR OF NURSING (ADON)		Posttest	Verbal	PeerReview	Demo	CEU		
	SELF	Evaluator	PT	V	PR	D	CEU	
V.5 STAFFING								
Through clinical rounds, reviews anticipates admissions, possible in-house transfers and discharges; assigns nursing staff appropriately in accordance with published staffing policies and matrices.								
Maintains final accountability for placement of staff from nursing pools.								
Functions as a resource to patient care staff and physicians.								
Decisions for bed utilization are made keeping in mind the appropriate staffing resources that will be needed for patient care, and level of nursing skill needed.								
Acts as staff advocate.								
Acts as resource for staff related to policies/procedures.								
Comments:								
V.6 POLICIES/PROCEDURES								
Participates in the development, interpretation, implementation, and on-going evaluation of policies and procedures related to patient care and resource management.								
Recommends improvements for patient/staff placement and satisfaction, and follows up to achieve cohesive flow throughput staff.								
Comments:								
PERFORMS ROLE SCORE		0	0					
VI. PROFESSIONAL GROWTH								
Criteria attached		SELF	Evaluator	PT	V	PR	D	CEU
Participates in continuing education								
Participates in professional/institutional advancement								
Completes 8 hours of continuing education per year per policy								
PROFESSIONAL GROWTH SCORE		0	0					
Comments:								
Employee Comments:								
Evaluator Comments:								