

**I. GUEST RELATIONS**

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

**II. SAFETY AND EMERGENCY PREPAREDNESS**

	SELF	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<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>							
<b>Complies with safety instructions</b>							
*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.							
<b>Observes safe work practices</b>							
*Assumes responsibility for personal safety by using proper body mechanics, universal precautions and proper handling of hazardous materials. *Responds in emergency situations.							
<b>Provides input on safety issues</b>							
<b>Promotes a safe work environment</b>							
*Intervenes in unsafe situations by taking action. *Documents in PSN system.							
<b>SAFETY SCORE</b>	0	0					
<b>Comments:</b>							

<b>III. INSTITUTIONAL/PROFESSIONAL STANDARDS</b>		Posttest	Verbal	PeerReview	Demo	CEU	
	<b>SELF</b>	<b>Evaluator</b>	<b>PT</b>	<b>V</b>	<b>PR</b>	<b>D</b>	<b>CEU</b>
<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>							
<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>							
<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>							
*Complies with dress code policy including wearing UAMS ID badge and demonstrates a professional image in appearance.							
<b>Works effectively with team/work groups and others to fulfill UAMS Mission</b>							
*Serves as resource person to support department members in performance of duties.							
<b>Adopts practices to improve work processes, enhance guest satisfaction and reduce wastes and costs.</b>							
*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.							
<b>Protects confidential information</b>							
*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.							
<b>STANDARDS SCORE</b>	<b>0</b>	<b>0</b>					
<b>Comments:</b>							
<b>IV. PROCESS IMPROVEMENT</b>		Posttest	Verbal	PeerReview	Demo	CEU	
	<b>SELF</b>	<b>Evaluator</b>	<b>PT</b>	<b>V</b>	<b>PR</b>	<b>D</b>	<b>CEU</b>
<b>Participates in ongoing hospital performance assessment and process improvement.</b>							
<a href="http://www.uams.edu/UH/policy/administration/a601.htm">http://www.uams.edu/UH/policy/administration/a601.htm</a>							
<b>Ensures continuing department performance assessment and process improvement.</b>							
<b>Creates work processes to enhance customer satisfaction and reduce waste.</b>							
<b>PROCESS IMPROVEMENT SCORE</b>	<b>0</b>	<b>0</b>					
<b>Comments:</b>							

V. PERFORMS ROLE OF BED LIAISON		SELF	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
<b>V.1 BED UTILIZATION</b>								
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 to ensure a smooth transition of pertinent information related to patient flow.								
Maintains current knowledge of nursing admission guidelines, and policies and procedures pertaining to patient placement.								
Prioritizes placement of patients through nursing assessment and knowledge of individual patient care needs.								
<b>Comments:</b>								
<b>V.2 ROUNDING/TRIAGING</b>								
Rounds on inpatient units to expedite available/soon to be available beds as needed.								
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.								
<b>Comments:</b>								
<b>V.3 COMMUNICATION</b>								
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.								
Advocate of effective and courteous interdepartmental communication to facilitate house wide movement of patients.								
Collects pertinent patient data on each shift and reports accordingly.								
Integrates surgery schedule with Bed Management Office and other admission areas to plan for patient placement.								
Contacts manager concerning problems or issues, or outstanding patient transfers issues.								
<b>Comments:</b>								
<b>V.4 EDUCATION</b>								
Shares information regarding educational needs/attendance at seminars, to improve function as bed liaison								
Participates in division, department, and hospital-level meetings and committees as appropriate.								
<b>Comments:</b>								

<b>V. PERFORMS ROLE OF BED LIAISON</b>		Posttest	Verbal	PeerReview	Demo	CEU	
SELF	Evaluator	PT	V	PR	D	CEU	
<b>V.5 CLINICAL RESOURCE</b>							
Through clinical rounds, review of anticipated admissions, possible in-house transfers and discharges, assigns patients appropriately in accordance with admission criteria and hospital policies.							
Promote effective and timely communication with staff to effect timely placement of patients.							
Performs in professional manner during high census, crisis or emergency situations.							
Assists staff to obtain medical interventions in difficult/emergent situations.							
<b>Comments:</b>							
<b>V.6 POLICIES/PROCEDURES</b>							
Participates in the development, interpretation, implementation, and on-going evaluation of policies and procedures related to patient care and resource management.							
Functions as a resource to patient care staff and physicians in clarification and interpretation of nursing unit admission criteria.							
<b>Comments:</b>							
<b>PERFORMS ROLE SCORE</b>		<b>0</b>	<b>0</b>				
<b>VI. PROFESSIONAL GROWTH</b>							
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							
<b>PROFESSIONAL GROWTH SCORE</b>		<b>0</b>	<b>0</b>				
<b>Comments:</b>							
<b>Employee Comments:</b>							
<b>Evaluator Comments:</b>							