



**Mission:** UAMS Medical Center provides patient centered, cost effective **CARE** through a healthcare system committed to education and research.

**CARE Values**  
 Compassion  
 Positive Attitude  
 Respect  
 Excellence

**Clinical Programs**

**Job Title: Clinical Services Manager Job Description Performance Appraisal**

Reports to: Nursing Director or designee

EMPLOYEE NAME \_\_\_\_\_  
 (Please Print)

**Performance areas**

- I. GUEST RELATIONS 25%
- II. SAFETY AND EMERGENCY PREPAREDNESS 10%
- III. INSTITUTIONAL/PROFESSIONAL STANDARDS 5%
- IV. PROCESS IMPROVEMENT 5%
- V. PERFORMS ROLE OF CSM 50%
- VI. PROFESSIONAL GROWTH 5%

**Overview**

The Clinical Services Manager (CSM) serves as a manager, clinician, teacher, researcher and consultant in areas of patient care, personnel management and unit management. The CSM has authority to make decisions in these areas specific to the unit managed and has 24-hour accountability for unit operation. The philosophy, goals and objectives, policies and procedures of the clinical program and the Department of Nursing are translated into effective action by CSM.

**Qualifications**

- \*Licensed as Registered Nurse by the State of Arkansas
- \*Educational and experiential requirements:
  1. With a diploma or associate degree in nursing, four (4) years of clinical experience
  2. With a baccalaureate or higher degree in nursing, three (3) years of clinical experience
- \*Education and/or experience in management desirable (Management experience may be substituted for experience in the specific clinical area)
- \*Baccalaureate degree in nursing preferred
- \*Nationally recognized specialty certification desirable
- \*Demonstrated leadership capabilities and a philosophy compatible with that of UAMS Department of Nursing/Clinical Programs
- \*ANCC certification desirable or willingness to obtain within two (2) years

<b>Annual Training/Competency</b>	
<b>Age Specific Competency</b>	
<b>Corporate Compliance</b>	
<b>HIPAA</b>	
<b>Annual Requirements Module</b>	

Ages served: (Check appropriate box.)

Neonate <30 days	<input type="checkbox"/>
Infant >30 days <1yr	<input type="checkbox"/>
Pediatrics >1 yrs <13 yrs	<input type="checkbox"/>
Adolescent <13 yrs - 18 yrs	<input type="checkbox"/>
Adult >18 yrs <65 yrs	<input type="checkbox"/>
Older adult >65 yrs	<input type="checkbox"/>

<b>Job Specific Competencies</b>	
1	
2	
3	
4	
5	

I have read and do understand the description of my position with UAMS Medical Center.

**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 annual 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

<b>UAMS MEDICAL CENTER</b>		<b>CLINICAL PROGRAMS PERFORMANCE APPRAISAL</b>	
<b>(Job Title) CLINICAL SERVICES MANAGER</b>			
<b>KEY:</b>	V=Verbal		
S=Self	PR=PeerReview		
E=Evaluator	D=Demo		
PT=Posttest	CEU=		

<b>I. GUEST RELATIONS</b>	<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 Guest Care Guidelines</b> <a href="http://www.uams.edu/uh/policy/humanresources/hr103.htm">http://www.uams.edu/uh/policy/humanresources/hr103.htm</a>	1	1					
<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 & peers.	1	1					
<b>Availability/Responsiveness</b> *Adheres to department attendance standards by: Observed assigned work hours, reports promptly to duty notifying department of scheduled, unscheduled absences and tardiness per policy. Responds to staffing needs of unit.	1	1					
<b>Respectful of others (Patients, visitors and staff)</b> *Respects patient's privacy and confidentiality. *Treat 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	1	1					
<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.	1	1					
<b>GUEST RELATIONS SCORE</b>	<b>5</b>	<b>5</b>					

<b>II. SAFETY AND EMERGENCY PREPAREDNESS</b>	<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 patient safety plan (Follows policy)</b> <a href="http://www.uams.edu/uh/policy/administration/a406.htm">http://www.uams.edu/uh/policy/administration/a406.htm</a>	1	1					
<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.	1	1					
<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.	1	1					
<b>Provides input on safety issues</b>	1	1					
<b>Promotes a safe work environment</b> *Intervenes in unsafe situations by taking action. *Documents in PSN system.	1	1					
<b>SAFETY AND EMERGENCY PREPAREDNESS SCORE</b>	<b>5</b>	<b>5</b>					

**COMMENTS:**

III. INSTITUTIONAL/PROFESSIONAL STANDARDS	Posttest Verbal PeerReview Demo CEU						
	SELF	Evaluator	PT	V	PR	D	CEU
Adheres to UAMS Code of Conduct (Follows policy)	1	1					
<a href="http://www.uams.edu/adminguide/win04401.html">http://www.uams.edu/adminguide/win04401.html</a>							
Adheres to Clinical Programs and Department Policies	1	1					
<a href="http://www.uams.edu/us/policy/pp-toc.htm">http://www.uams.edu/us/policy/pp-toc.htm</a>							
Adheres to Clinical Program and Departmental dress code standards	1	1					
<a href="http://www.uams.edu/uh/policy/humanresources/hr204.htm">http://www.uams.edu/uh/policy/humanresources/hr204.htm</a>							
*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	1	1					
*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	1	1					
*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	1	1					
*Adheres to UAMS policy in managing all communications and handling of health care records to prevent improper disclosure and to protect patient confidentiality. *Protects health information that is used/disclosed in any form (electronic, paper or oral) in practice.							
Comments:							
<b>INSTITUTIONAL/PROFESSIONAL STANDARDS SCORE</b>							
	6	6					
IV. PROCESS IMPROVEMENT	Posttest Verbal PeerReview Demo CEU						
	Self	Evaluator	PT	V	PR	D	CEU
Participates in ongoing hospital performance assessment and process improvement.	1	1					
<a href="http://www.uams.edu/UH/policy/administration/a601.htm">http://www.uams.edu/UH/policy/administration/a601.htm</a>							
Ensures continuing department performance assessment and process improvement.	1	1					
Creates work processes to enhance customer satisfaction and reduce waste.	1	1					
<b>Clinical Services Manager</b>							
*Participates on multidisciplinary QI teams as requested	1	1					
*Collaborates with Nursing QI to development unit based QI process and monitors	1	1					
Submits quality reports as requested by required date	1	1					
Recognizes actual legal/risk management issues, reports to and seeks assistance for potential problems and follows through for resolution	1	1					
*Assists QI Manager with collection/analysis of data used for departmental QI activities	1	1					
<b>PROCESS IMPROVEMENT SCORE</b>							
	8	8					
Comments:							

V. PERFORMS ROLE OF CLINICAL SERVICES MANAGER	Posttest	Verbal	PeerReview	Demo	CEU		
	Self	Evaluator	PT	V	PR	D	CEU
<b>V.1. COMPLIES WITH SAFETY AND EMERGENCY PROCEDURES</b>	1	1					
*Responds appropriately in emergency situations							
*Provides education for new staff on unit specific response plan in emergencies							
*Performs and evaluates periodic staff checks related to emergency preparedness							
*Reviews nursing response to Code Blue Team situations, analyzes data and documents and forwards observation/recommendations to Patient Care Issues and staff							
*Monitors units safety practices and provides timely feedback for unit safety by staff observations, variances reports and PI indicators							
<b>Comments:</b>							
<b>V.2. DIRECTS AND PARTICIPATES IN UNIT/PATIENT CARE SERVICES/CLINICAL PROGRAMS</b>	1	1					
*Enables others to act --Refer to related Leadership competencies section							
*Ensures that unit communication book is maintained							
*Manages respective unit(s) in congruence with departmental and Clinical Programs, goals, objectives and standards							
Develops annual unit goals and objectives. Evaluates goals annually.							
<b>Comments:</b>							
<b>V.3. COMMUNICATES CLINICAL INFORMATION CONSTRUCTIVELY AND INFORMATIVELY</b>	1	1					
*Shares information with co-workers within 4 weeks of attending an external educational offering via staff meeting/poster/in-service							
*Provides staff with current clinical information in their specialty areas using available resources							
*Acts as a formal preceptor/mentor for the RN/CDF IV, RN IV and other CSMs and managers							
*Mentors/coaches staff at bedside by role modeling as clinical expert							
<b>Comments:</b>							
<b>V.4. DEMONSTRATES SUPPORT FOR THE EDUCATIONAL MISSION OF THE INSTITUTION</b>	1	1					
*Participates in the provision of learning experiences for students by serving as a resource/mentor or by identifying appropriate RN staff mentors							
*Collaborates with CON instructors and staff in providing positive learning experience and evaluations for students							
<b>Comments:</b>							
<b>V.5. UTILIZES THE GOVERNANCE SYSTEM FOR PROBLEM SOLVING, IMPROVEMENT OF NURSING PRACTICE AND ISSUES</b>	1	1					
*Participates as a representative or resource on a PNO or interdisciplinary council *Fosters staff participation in the PNO and unit committee structure							
*Communicates PNO activities with staff members in a timely manner and facilitates implementation of PNO activities							
<b>Comments:</b>							

V. PERFORMS ROLE OF CLINICAL SERVICES MANAGER	Posttest	Verbal	PeerReview	Demo	CEU		
	Self	Evaluator	PT	V	PR	D	CEU
<b>V.6 DEMONSTRATES KNOWLEDGE OF CLINICAL PROGRAM AND DEPARTMENT OF NURSING POLICIES</b>	1	1					
*Facilitates the development/review/revisions of standards of care							
*Serves as a resource for staff and peers in interpreting and utilizing standards of care, policies and procedures							
*Communicates changes in practice standards and policies and follows up with compliance and provides staff feedback							
<b>Comments:</b>							
<b>V.7. MAINTAINS CLINICAL COMPETENCIES SPECIFIC TO UNIT</b>	1	1					
*Evaluates compliance with staffs' departmental and unit(s) competencies							
*Plans and evaluates unit orientation process for staff by collaborating with CDFs and unit preceptors							
*Validates competencies of staff upon completion of orientation *Assures completion of orientation files and required documentation							
*Administers medications according to department/unit policy *Maintains unit clinical competencies							
*Assures staff competencies are in congruent with JCAHO standards							
<b>Comments:</b>							
<b>V.8 EVALUATES PATIENT CARE PLANNING USING MULTIDISCIPLINARY APPROACH TO FACILITATE A TIMELY DISCHARGE/TRANSFER</b>	1	1					
*Reviews unit specific protocols annually and facilitates development and changes as required by patient needs or research data							
*Acts as a resource to staff in planning and implementing care for patient with clinical issues							
*Reviews data on DRG patients admitted to unit annually; collaborates with staff to identify practice/protocols modifications to address changes in population and patient length of stay goals							
*Monitors the implementation and adherence to appropriate protocols for the patient plan of care by QI monitors, feedback from CDFs and chart reviews							
<b>Comments:</b>							
<b>V.9. ASSURES APPROPRIATE NURSING CARE IS PROVIDED TO PATIENTS ON THE UNIT(S)</b>	1	1					
*Monitors quantity of nursing care and documentation through direct observation and QI data							
* Obtains input from patients/families, physicians, peers and CDFs regarding staff performance							
*Facilitates expectations, adherence and communication of patient care standards and regulatory practice standards							
*Facilitates the nursing process and patient age specific needs are utilized in patient care							
Documents counseling (resolution and follow up) of employees with performance problems							
Identifies deficits in staff performance and monitors for improvement in behaviors							
Identifies staff ability to facilitate desired outcomes related to the quality of patient care							
<b>Comments:</b>							

**V. PERFORMS ROLE OF CLINICAL SERVICES MANAGER**

	Self	Evaluator	PT	V	PR	D	CEU
<b>V.10. EVALUATES ATTAINMENT OF PATIENT OUTCOMES</b>	1	1					
Accountable for outcomes and transforms strategies into results---Refer to Leadership Competencies Section							
*Participates in unit specific PI projects to monitor/improve patient outcomes							
<b>Comments:</b>							
<b>V.11. ASSURES COMPETENCIES REQUIRED TO OPERATE EQUIPMENT ON NURSING UNIT</b>	1	1					
* Delegates coordination and provides staff feedback for evaluation of equipment to Materials Management							
*Monitors staff and received CDF feedback to assure staff competencies and appropriate equipment usage							
<b>Comments:</b>							
<b>V.12. FACILITATES AND PARTICIPATES UNIT/DEPARTMENT PROJECTS</b>	1	1					
*Plans, organizes, evaluates and completes projects in an effective manner							
*Establishes clear realistic project goals and objectives							
*Manages projects in a logical sequence and utilizes available resources							
<b>Comments:</b>							
<b>V.13. OPERATES UNITS WITHIN THE APPROVED BUDGET</b>	1	1					
*Identifies, reports, and follows through for the achievement of cost-containment measures on the unit(s) and/or department and communicates with staff.							
*Facilitates required cost analysis							
*Facilitates the judicious use of supplies and equipment by all members of the health care team							
*Reviews unit maintenance and staff expenditure monthly.							
*Assists in planning, implementing and controlling unit(s) budgets. *Provides written analysis and justifications for budgetary deviations. *Collaborates with Director to identify annual unit-budget requirements.							
*Evaluates unit needs for capital equipment and prepares formal justification by proposed date							
*Mentors CDFs and/or peers in understanding and adherence to unit budget and budget process							
*Supports the staffing policy by ensuring CDFs and staff understand and adhere to staffing matrix and departmental staffing policies							
*Submits written recommendations for staffing pattern adjustments with supportive data to Director							
*Maintains staffing matrix as effective use of staff * Maintains staffing levels to assure appropriate staff mix on all shift daily							
<b>Comments:</b>							
<b>V.14. PROVIDES AN OPPORTUNITY FOR PROFESSIONAL GROWTH DEVELOPMENT OF STAFF MEMBERS</b>	1	1					
*Provides the opportunity for the discussion and feedback regarding individual development needs							
*Provides a written evaluation of each staff member based on performance expectations at least annually and within the specific time period							
*Supervises, guides, develops and analyzes licensed and unlicensed staff's abilities to perform according to the individual's job description							
*Documents counseling of employees with performance problems , resolution and the follow up							
*Identifies deficits in staff performance and monitors for improvement in behaviors							
*Identifies staff ability to facilitate desired outcomes related to the quality of patient care. *Collaborates with employee to develop a plan of improvement when identified							
*Facilitates staff development in concert with Staff Education Department							
*Assures staff's education needs* Participates in the development educational programs *Assures monthly unit-based in-services							
*Serves as a resource or mentor to other CSM/ staff/peers for professional development							
*Facilitates staff's participating in formal and informal educational activities and clinical experiences that will promote professional growth							
<b>Comments:</b>							

**V. PERFORMS ROLE OF CLINICAL SERVICES MANAGER**

	Self	Evaluator	PT	V	PR	D	CEU
			Posttest	Verbal	PeerReview	Demo	CEU
<b>V.15. SERVES AS AN EMPLOYEE/PEER ADVOCATE</b>	<b>1</b>	<b>1</b>					
*Collaborates and communicates outcomes/resolutions with CDF, staff and/or ADONs regarding patient, unit, or employee issues							
*Collaborates and supports other managers involving resolution of management issues *Participates in a support system among CSM group							
* Collaborates with ADONs regarding patient, unit or employee issues. Communicate planned changes that may affect ADONs interactions with staff							
<b>Comments:</b>							

V. PERFORMS ROLE OF CLINICAL SERVICES MANAGER		Posttest Verbal PeerReview Demo CEU						
		Self	Evaluator	PT	V	PR	D	CEU
<b>V.16. PROMOTES MULTIDISCIPLINARY APPROACH ON UNIT</b>		<b>1</b>	<b>1</b>					
*Promotes the opportunity for staff to involve the patient and family in patient education								
*Collaborates with multidisciplinary team members to facilitate timely patient discharge by working towards LOS goals								
*Fosters interdisciplinary discharge planning rounds/meetings								
<b>Comments:</b>								
<b>V.17. PROVIDES AN OPPORTUNITY FOR PROFESSIONAL GROWTH DEVELOPMENT OF STAFF MEMBERS</b>		<b>1</b>	<b>1</b>					
*Assures "Patient Bill of Rights" is adhered to on patient units								
*Acts as resource to staff on access to Medical Ethics Committee and facilitates ethical discussions regarding patient care issues and involves appropriate health team members								
*Provides documentation and information to Ethics Committee on patient issues.								
<b>Comments:</b>								
<b>V.18. SUPPORTS OTHERS IN THE PERFORMANCE OF DUTIES</b>		<b>1</b>	<b>1</b>					
*Provides feedback in a private and constructive manner								
*Provides accurate documentation concerning staff performance with follow up on staff concerns or disciplinary process								
*Demonstrates understanding and ability to initiate the disciplinary process								
*Informs ADON of changing patterns of care needs that will affect the present shift or other shifts								
*Role models positive behavior during periods of change/increased workload/stress								
*Identifies problems impacting effectiveness of patient care/unit activities and their solutions								
*Identifies nursing needs in crisis situations and performs clinical functions as necessary including support of family and/or staff								
*Provides nurse consultation services								
<b>Comments:</b>								
<b>V.19. USES CONSTRUCTIVE FEEDBACK TO IMPROVE PRACTICE</b>		<b>1</b>	<b>1</b>					
*Develops and implements action plan to strengthen own practice and leadership behaviors based on feedback from staff, CSM and other team members								
*Effectively critiques own job performance								
*Develops written goals and plan of action to enhance expertise in management role, patient specialty and meet career goals and submits with annual self-evaluation								
*Evaluates outcomes of goals and objectives annually								
Completes leadership competencies annually								
<b>Comments:</b>								

<b>V. PERFORMS ROLE OF CLINICAL SERVICES MANAGER</b>		Posttest	Verbal	PeerReview	Demo	CEU	
	Self	Evaluator	PT	V	PR	D	CEU
<b>V.20. PARTICIPATES IN THE RESEARCH PROCESS</b>		1	1				
*Participates in the development of evidence-based practice standards for area of expertise							
*Facilitates data collection for research/evaluation projects conducted on unit by: educating staff on proper documentation of required data and completion of forms, serving as a resource for questions on research projects, providing ongoing monitoring to assure data is collected and proving follow-up action as required							
*Notifies investigator of questions/variances							
*Assures practice changes occur only after current literature/research findings are incorporated into practice standards							
<b>Comments:</b>							
<b>V.21. DEMONSTRATES COMMITMENT TO PROFESSIONAL NURSING</b>		1	1				
*Holds membership in nursing organization * Participates in organization							
*Attains and maintains national certification in area of clinical expertise within two years							
*Takes active part in organization, such as committee chair or officer							
<b>Comments:</b>							
<b>V.22. SUPPORTS PRECEPTOR BASED ORIENTATION PROGRAM</b>		1	1				
*Participates in staff orientation by: reviewing unit/department orientation program, orientation competency checklist annually, providing feedback to orientee and/or preceptor on individual's progress							
*Collaborates with the preceptor/CDF to adapt the planned unit-level orientation program to identify learning needs of the specific new employee							
*Serves as a resource to preceptors/CDF							
*Serves as a preceptor to newly appointed CSMs and CDFs							
<b>Comments:</b>							
<b>V.23. PARTICIPATES IN RECRUITMENT/RETENTION OF STAFF</b>		1	1				
*Interviews and hires qualified staff							
*Mentors CDF/staff in the interview process							
*Fosters an environment on the unit that enhances staff productivity							
Analyzes turnover and sick rate monthly and discusses with Director							
*Fosters a unit environment in which both staff and patient problems may be expressed and solved as they occur and while they are relevant							
		<b>ROLE OF CSM SCORE</b>	23	23			
<b>Comments:</b>							

<b>VI. PROFESSIONAL GROWTH</b>		Posttest	Verbal	PeerReview	Demo	CEU	
Criteria attached	Self	Evaluator	PT	V	PR	D	CEU
Participates in continuing education	1	1					
Participates in professional/institutional advancement	1	1					
<b>CSM</b>							
*Completes 48 hours of staff development activity annually	1	1					
<b>PROFESSIONAL GROWTH SCORE</b>	<b>3</b>	<b>3</b>					
<b>Comments:</b>							
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	25	5	5	25
II.	SAFETY AND EMERGENCY PREPAREDNESS (10%)	50	25	5	2	10
III.	INSTITUTIONAL/PROFESSIONAL STANDARDS (5%)	25	30	6	0.8333333	5
IV.	PROCESS IMPROVEMENT (5%)	25	40	8	0.625	5
V.	PERFORMS ROLE OF DIRECTOR (50%)	250	115	23	2.173913	50
VI.	PROFESSIONAL GROWTH (5%)	25	15	3	1.6666667	5

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**

100

**RECOMMENDED MERIT INCREASE**

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.