

**I. GUEST RELATIONS**

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

Comments:

**II. SAFETY AND EMERGENCY PREPAREDNESS**

	Evaluation						
	SELF	Evaluator	PT	V	PR	D	CEU
Adheres to UAMS patient safety plan <a href="http://www.uams.edu/uh/policy/administration/a406.htm">http://www.uams.edu/uh/policy/administration/a406.htm</a>							
Complies with safety instructions							
Observes safe work practices							
Provides input on safety issues							
Promotes a safe work environment							
<b>SAFETY SCORE</b>	0	0					

Comments:

**III. INSTITUTIONAL/PROFESSIONAL STANDARDS**

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

Comments:

**IV. PROCESS IMPROVEMENT**

	Evaluation						
	SELF	Evaluator	PT	V	PR	D	CEU
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>							
Ensures continuing department performance assessment and process improvement.							
Creates work processes to enhance customer satisfaction and reduce waste.							
<b>PROCESS IMPROVEMENT SCORE</b>	<b>0</b>	<b>0</b>					

Comments:

**V. PERFORMS ROLE OF Patient Education Coordinator**

	<b>SELF</b>	<b>Evaluator</b>	<b>PT</b>	<b>V</b>	<b>PR</b>	<b>D</b>	<b>CEU</b>
<b>Program Management</b>							
Demonstrates responsibility for Patient Education Program management							
Provides opportunity for professional growth and development of staff members							
Serves as employee/peer advocate							
Promotes multidisciplinary collaboration							
Serves as a patient advocate							
Supports others in the performance of duties							
Applies communication skills (verbal and non-verbal) in all interaction with patients, peers, other departments, and the public.							
Uses constructive feedback to improve practice							
Participates in the research and program evaluation processes							
Demonstrates commitment to the profession							
Adheres to campus code of conduct							
Participates in Quality Improvement activities							
Supports orientation program							
Participates in recruitment/retention of staff							
<b>ROLE PERFORMANCE SCORE</b>	<b>0</b>	<b>0</b>					

Comments:

**UAMS MEDICAL CENTER**

**Job Title: Patient Education Coordinator**

**PERFORMANCE APPRAISAL**

**VI. PROFESSIONAL GROWTH**

	<b>SELF</b>	<b>Evaluator</b>	<b>PT</b>	<b>V</b>	<b>PR</b>	<b>D</b>	<b>CEU</b>
Participates in continuing education							
Participates in professional/institutional advancement							
<b>PROFESSIONAL GROWTH SCORE</b>	<b>0</b>	<b>0</b>					

Comments:

Employee Comments:

Evaluator Comments: