



UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES

Clinical Programs

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

Job Title: Patient Educator

Job Description

Performance Appraisal

Reports to: Patient Education Coordinator

EMPLOYEE NAME:

(Please Print)

Job Title: Patient Educator

Performance areas

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

Qualifications

Licensed as a Registered Nurse by the State of Arkansas or certifi

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A baccalaureate degree is required and two years of clinical
experience or experience in a medical care setting.

Demonstrated expertise in adult education/patient education.

Expert patient/family communication skills.

Overview

The Patient Educator provides direct education to assigned patients and/or their caregivers. The Patient Educator practices within the limits of the Nurse Practice Act of the State of Arkansas or the Responsibilities and Competencies as outlined by the National Commission for Health Education Credentialing, Inc. and adheres to institutional policies, procedures, and standards.

Annual Training/Competency	
Age Specific Competency	<input type="checkbox"/>
Corporate Compliance	<input type="checkbox"/>
HIPAA	<input type="checkbox"/>
Annual Requirements Module	<input type="checkbox"/>
Job Specific Competencies:	
1. BLS Provider Recertification	
2. Pain Competency Checkoff	
3. Restraint Competency Checkoff	

I HAVE READ AND UNDERSTAND THE DESCRIPTION OF MY POSITION WITH UAMS MEDICAL CENTER

EMPLOYEE'S SIGNATURE

DATE

EMPLOYEE'S NAME _____

TITLE _____

EMPLOYEE'S DEPARTMENT _____

SS# _____

EVALUATOR'S NAME _____

TITLE _____

SS# _____

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.

Evaluation Key: PT = Posttest V= verbal PR = Peer Review D = Demonstration CEU - Continuing education

SCORES:	- 1 -	- 2 -	- 3 -	- 4 -	- 5 -
PERCENTAGE:	0-50%	51-67%	68-75%	76-87%	88-100%
QUANTITY:	Rarely	Occasionally	Routinely	Consistently	Always
QUALITY:	Unacceptable	Needs Improvement	Meets Expectations	Exceeds Expectations	Outstanding

I. GUEST RELATIONS

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

Comments:

II. SAFETY AND EMERGENCY PREPAREDNESS

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

Comments:

III. INSTITUTIONAL/PROFESSIONAL STANDARDS

	Evaluation						
	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							
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							
STANDARDS SCORE	0	0					

Comments:

IV. PROCESS IMPROVEMENT

	Evaluation						
	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 Patient Educator

	SELF	Evaluator	PT	V	PR	D	CEU
Program Management							
Coordinates patient education activities							
Involves the patient and family in patient education activities							
Implements educational activities to meet identified learning needs							
Serves as a patient advocate							
Collaborates with other health team members in assessing and identifying scope of							
Applies communication skills (verbal and non-verbal) in all interaction with patients,							
Evaluates the progress of the patient toward attainment of desired outcomes							
Uses constructive feedback to improve practice							
Participates in the research, program evaluation processes and QI							
Demonstrates commitment to the profession/professional practice							
Promotes multidisciplinary participation in education process							
Maintains/obtains necessary supplies and/or equipment for patient care							
Supports others in the performance of duties							
Utilizes the mechanisms and individuals for problem solving, improvement of practice and exploration of issues							
ROLE PERFORMANCE SCORE	0	0					

Comments:

UAMS MEDICAL CENTER
Job Title: Patient Educator

PERFORMANCE APPRAISAL

VI. PROFESSIONAL GROWTH	SELF	Evaluator	PT	V	PR	D	CEU
Participates in continuing education							
Participates in professional/institutional advancement							
PROFESSIONAL GROWTH SCORE	0	0					

Comments:

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 COORDINATOR PATIENT ED (50%)	250	0	0	#DIV/0!	#DIV/0!
VI.	PROFESSIONAL GROWTH (5%)	25	0	0	#DIV/0!	#DIV/0!

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

#DIV/0!

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.