



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: CDF - CDF IV Job Description Performance Appraisal

Reports to: Clinical Services Manager 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 CDF-CDF IV 50%
- VI. PROFESSIONAL GROWTH 5%

Qualifications

- *Licensed as Registered Nurse by State of Arkansas
- *RN III level practitioner status with expert clinical skills
- *Demonstrated decision-making ability
- *Demonstrated expert communication/interpersonal skills
- *Willingness to work toward ANCC certification in his/her specialty

Overview

The Care Delivery Facilitator (CDF) provides clinical and management support to the patient care teams on designated units. The Care Delivery Facilitator functions as a clinical expert, teacher, researcher, consultant and, occasionally, as care provider on designated units. The CDF has responsibility for facilitating clinical decision making and participating in management decisions supporting the clinical/staffing needs on designated units. The Care Delivery Facilitator practices within the limits of the Nurse Practice Act of the State of Arkansas and adheres to institutional policies, procedures and standards.

Annual Training/Competency	
Age Specific Competency	
Corporate Compliance	
HIPAA	
Annual Requirements Module	

Job Specific Competencies	
1	
2	
3	
4	
5	

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"/>

I have read and do 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.

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

**UAMS MEDICAL CENTER
(Job Title) CARE DELIVERY FACILITATOR - CARE DELIVERY FACILITATOR IV**

KEY:	V=Verbal
S=Self	PR=PeerReview
E=Evaluator	D=Demo
PT=Posttest	CEU=

I. GUEST RELATIONS	Self	Evaluator	Posttest	Verbal	PeerReview	Demo	CEU
			PT	V	PR	D	
Adheres to UAMS Guest Care Guidelines							
http://www.uams.edu/uh/policy/humanresources/hr103.htm							
Uses appropriate communication (written & verbal)							
Availability/Responsiveness							
Respectful of others (Patients, visitors and staff)							
Takes proactive approach toward customers							
GUEST RELATIONS SCORE	0	0					

COMMENTS:

II. SAFETY, INFECTION CONTROL AND EMERGENCY PREPAREDNESS	Self	Evaluator	Posttest	Verbal	PeerReview	Demo	CEU
			PT	V	PR	D	
Adheres to UAMS patient safety plan (Follows policy)							
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:

CDF	CDF IV
Monitors unit safety practices by staff observations, variance reports and PI indicators.	Provides individual evaluations and feedback to employees regarding safety issues/practices.
Acts as a resource to staff regarding safety practices	Identifies trends and notifies CSM of variances and implements plan for correction.
Participates in monitoring staff's adherence to mandatory inservice and unit-specific requirements, evaluation of new equipment.	Serves as a resource of unit and organization in area of expertise related to emergency preparedness.
Provides leadership in responding to emergency situations.	Reviews nursing response to Code Blue Team situations, analyzes data, documents and forwards observation/recommendations to CSM and staff.
Assists staff in responding to emergency situations and periodic competencies relative to emergency preparedness.	Demonstrates leadership in disaster preparedness.
Provides education for new staff on unit specific response plan in emergencies.	Facilitates staff participation in mock codes.
Monitors staff attendance for mandatory inservices and unit specific requirements pertaining to safety and infection control policies.	Provides individual evaluations and feedback to employees regarding safety issues/practices.

COMMENTS:

		Posttest	Verbal	PeerReview	Demo			
III. INSTITUTIONAL/PROFESSIONAL STANDARDS		Self	Evaluator	PT	V	PR	D	CEU
Adheres to UAMS Code of Conduct (Follows policy)								
http://www.uams.edu/adminguide/win04401.html								
Adheres to Clinical Programs and Department Policies								
http://www.uams.edu/us/policy/pp-toc.htm								
Adheres to Clinical Program and Departmental dress code standards								
http://www.uams.edu/uh/policy/humanresources/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								
INSTITUTIONAL/PROFESSIONAL STANDARDS SCORE		0	0					
COMMENTS:								
IV. PERFORMANCE IMPROVEMENT		Posttest	Verbal	PeerReview	Demo			
		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.								
CDF		CDF IV						
Participates in unit/department QI development and data collection/analysis		Develops and implements educational activities based on identified PI issues/protocols/practice						
Communicates unit QI concerns/issues to CSM		Participates in a best practice initiative						
Recognizes actual legal/risk management issues, reports to CSM and seeks assistance for potential problems		Utilizes PI (PDAC) process for identified patient/staff initiatives						
Mentors staff to utilize PSN program to report issues/track trends.		Analyzes variance reports for trends and verification of risk management						
Participates on multidisciplinary QI teams as requested								
PERFORMANCE IMPROVEMENT SCORE		0	0					
Comments:								
V. PERFORMS ROLE OF CDF - CDF IV		Posttest	Verbal	PeerReview	Demo			
		Self	Evaluator	PT	V	PR	D	CEU
CDF		CDF IV						
V.1 PARTICIPATES IN UNIT ORGANIZATION								
Participates in mechanisms to promote communication with staff at the unit level.		Takes leadership role in unit staff meetings.						
Collaborates with CSM for unit staff meeting agenda items.		Serves as a liaison between unit(s) and organization.						
Takes active role in CDF meetings.		Collaborates with CSM and unit staff in developing and maintaining current goals and objectives.						
Considers the impact of unit decisions in the organization.		Facilitates staff understanding of the relationship of their work and organizational goals.						
Participates in developing, maintaining and communicating current unit goals and objectives.		Serves as member on a unit based council.						
Communicates management expectations.								
Comments:								

V. PERFORMS ROLE OF CDF - CDF IV		Posttest	Verbal	PeerReview	Demo					
		Self	Evaluator	PT	V	PR	D	CEU		
CDF		CDF IV								
V.2. PARTICIPATES IN PNO SHARED GOVERNANCE										
Serves as adhoc member/resource in PNO committees as requested.	Serves as consultant to PNO as requested.									
Facilitates review and revision of current standards of care utilizing best practice information.	Ensures unit standards are aligned with PNO standards.									
Promotes shared governance by keeping current on PNO initiatives and sharing with staff and fostering staff participation.	Supports and facilitates implementation of PNO initiatives.									
Comments:										
V.3 DEMONSTRATES SUPPORT FOR THE EDUCATIONAL MISSION OF THE INSTITUTION										
Serves as a resource/mentor and preceptor for nursing leadership students.	Collaborates with Staff Education and other available resources to develop educational plan to meet identified unit/staff learning needs.									
Collaborates with nursing instructors for student assignment, student evaluation and effective conflict resolution when needed.										
Comments:										
V.4 PROVIDES EXPERT CARE UTILIZING NURSING PROCESS										
Demonstrates all clinical competencies and performance standards for a RN III.	Demonstrates all clinic competencies and performance standards for a RN III.									
Collaborates with staff on patient assessments and mentors staff in assessment of non-routine/high-risk patients.	Monitors the implementation and compliance of protocols for the patient plan of care.									
Provides expert patient care consistently and effectively utilizing nursing process.	Acts as a liaison between nursing staff and appropriate medical team.									
Serves as a resource for documentation standards.	Facilitates acquiring appropriate resources and referrals for complex patients.									
Provides patient care for caseload as needed.	Participates in unit specific PI projects to monitor/improve patient outcomes									
Makes recommendations to health care members for changes to improve cost-effectiveness and timely progression toward meeting patient outcomes.	Acts as a resource to staff in planning and implementing care for patient with clinical issues.									
Monitors specialty population for trends in patient outcomes.										
Provides expert care/consultations in response to requests from other clinical areas.										
Comments:										
V.5 ADMINISTERS MEDICATION FOLLOWING DEPARTMENT/UNIT STANDARDS AND NURSE PRACTICE ACT AND PROVIDES DRUG INFORMATION TO PATIENTS/FAMILIES										
Administers medication using five rights.	Administers medication using five rights.									
Adheres to medication administration and documents standards.	Adheres to medication administration and documents standards.									
Maintains current knowledge of drug actions, side effects and interactions.	Maintains current knowledge of drug actions, side effects and interactions.									
Actively serves as resource for medication usage.	Actively serves as resource for medication usage.									
Follows up on medication variances.	Follows up on medication variances.									
Completes shift responsibilities in managing required pyxis reports.	Completes shift responsibilities in managing required pyxis reports.									
Provides unit inservices regarding high risk drugs or new drug therapies and facilitates medication updates.	Provides unit inservices regarding high risk drugs or new drug therapies and facilitates medication updates.									

Comments:

V. PERFORMS ROLE OF CDF - CDF IV		Posttest	Verbal	PeerReview	Demo					
		Self	Evaluator	PT	V	PR	D	CEU		
CDF		CDF IV								
V.6. FACILITATES THE COORDINATION OF PATIENT CARE										
Assists staff in coordinating and prioritizing daily care plan for patients.	Facilitates discharge planning rounds/meetings and ensures follow up assignments are completed.									
Assists staff in reprioritizing activities based on changes in individual/unit workload.	Collaborates with team members to facilitate timely patient discharge by working towards LOS goals.									
Plans strategies with healthcare team for resolving patient care problems and documents in patient record.										
Supports staff in identifying resources and initiates referrals to assist patients/families in discharge planning and documents in plan of care.										
Comments:										
V.7. PROMOTES PATIENT/FAMILY/STAFF CULTURAL SENSITIVITY AND KNOWLEDGE AMONG STAFF AND INTERDISCIPLINARY TEAMS										
Assesses patient cultural values, beliefs and health practices and develops action plan including educational resources to meet patient/family and staff needs.	Demonstrates leadership and role models UAMS mission in effectively addressing cultural diversity of patient/family and staff.									
Role models excellent nursing interventions and behaviors to meet cultural diversity needs of patient/family and staff.	Participates in organizational initiatives which promote cultural awareness.									
Comments:										
V.8 PROMOTES THE ETHICAL TREATMENT OF PATIENTS AND FAMILIES										
Acts as a resource to staff in planning and implementing care for patients with difficult or complex ethical issues.	Identifies ethical issues related to patient care and facilitates informed discussion of ethical issues at staff level.									
Provides documentation and information to Ethics Committee on patient issues.	Stays current on relevant ethical issues pertaining to nursing and healthcare and shares with staff.									
Ensures "Patient Bill of Rights" are adhered to on unit(s)	Ensures staff deliver care in accordance with ANA Nursing Social Policy Statement and ANA Code of Ethics.									
Acts as resource to staff on accessing Medical Ethics Consult/Committee.										
Comments:										

V. PERFORMS ROLE OF CDF - CDF IV		Posttest	Verbal	PeerReview	Demo				
		Self	Evaluator	PT	V	PR	D	CEU	
CDF		CDF IV							
V.9 SUPPORTS OTHERS IN PERFORMANCE OF DUTIES									
Leads effectively in developing unit culture that supports strong teamwork to meet or exceed performance standards.	Excels in developing harmonious unit teamwork that achieves or exceeds performance standards.								
Intervenes during crisis and emergency situations providing leadership to staff.	Collaborates with CSM to coordinate/develop peer review with staff.								
Follows up on problems left from previous shifts to an effective resolution to ensure continuity.	Excels in appointing staff with complimentary skills for maximum team effort.								
Identifies problems impacting effectiveness of patient care/unit activities and develops action plan for resolution.	Facilitates the resolution of team conflict effectively and timely.								
Informs CSM/ADON of changing patterns of care needs that will affect the present shift or other shifts.									
Provides direction to staff during increasing periods of patient activity and performs clinical functions as necessary including support of family and/or staff.									
Leads a positive work environment by guiding staff to support mission of the hospital, providing developmental opportunities and facilitating teamwork.									
Provides timely feedback to staff on performance issues in confidential and constructive manner and follows up.									
Comments:									
V.10 PROMOTES PROFESSIONAL GROWTH AND DEVELOPMENT OF STAFF MEMBERS									
Provides management with accurate on-going input for performance appraisals of staff.									
Delegates tasks and assignments to appropriate staff within their scope of practice and competency.									
Supervises, guides, develops, and analyzes professional and non-professional staff's abilities to perform according to the individual's job description and scope of practice.	Coordinates education and monthly inservices based on identified staff needs.								
Evaluates and identifies educational needs of staff and provides effective educational initiatives.	Ensures competency of UAP by intermittent observation and coordinates participation in annual skills check off.								
Serves as a resource or mentor to other staff/peers for professional development.	Documents counseling of employees and performance issues and reports to CSM.								
Participates in unit-based inservice and monitors/reports staff attendance to CSM.	Collaborates with Staff Education in providing feedback for education needs of the staff.								
	Collaborates with CSM and staff in developing corrective action plans to address staff performance issues.								
Comments:									
V.11 ROLE MODELS BEHAVIORS FOR EFFECTIVE CONFLICT RESOLUTION									
Manages and resolves conflict at unit and interdepartmental levels.	Assists in mediating between team members to resolve conflict.								
Ability to identify, manage and resolve conflict effectively.									
Comments:									

V. PERFORMS ROLE OF CDF - CDF IV		CEU					
		Posttest	Verbal	PeerReview	Demo		
		Self	Evaluator	PT	V	PR	D
CDF	CDF IV						
V.12 FACILITATES PRECEPTOR BASED ORIENTATION TO ACHIEVE EXPECTED GOALS							
Participates in staff orientation by: reviewing orientation competency checklist annually, providing feedback to orientee and/or preceptor on individual's progress.	Plans and evaluates unit orientation processes in collaboration with CSM.						
Collaborates with the preceptor to adapt the planned unit-level orientation program to identify learning needs of the specific new employee.	Validates completion of staff orientation requirements and processes files per policies.						
Serves as a resource to preceptors and as a formal preceptor.							
Evaluates and makes recommendations for unit orientation program as needed.							
Comments:							
V.13 FACILITATES THE RESEARCH PROCESS AT THE UNIT LEVEL							
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 providing follow-up action as required.	Presents results of survey data collection or research to staff.						
Notifies investigator of questions/variance.	Facilitates development of evidence-based practice standards for area of expertise.						
Questions current UAMS clinical practice and incorporates current research to dispute or justify practice.							
Comments:							
V.14 DEMONSTRATES COMMITMENT TO PROFESSIONAL NURSING							
Holds membership and participates in nursing organization.	Attains and maintains national certification in area of clinical expertise within two years of acquiring CDF IV position.						
Takes active part in organization, such as committee chair or officer.							
Mentors staff to become actively involved in nursing organization.							
Promotes nursing as a desirable profession.							
Comments:							
V.15. PARTICIPATES IN RECRUITMENT/RETENTION OF STAFF							
Fosters an environment on the unit that enhances staff's productivity.	Participates in the hiring process of staff (Interviews).						
Participates in unit activities that recognize the achievements/accomplishments of staff.	Facilitates unit activities that recognize the achievements/ accomplishments of staff.						
Fosters a unit environment in which both staff and patient problems may be expressed and solved as they occur and while they are relevant.	Collaborates with CSM and staff to develop corrective action plan for identified staff retention issues.						
Participates on UAMS nursing recruitment initiatives							

Comments:

V. PERFORMS ROLE OF CDF - CDF IV		Posttest	Verbal	PeerReview	Demo	CEU		
CDF	CDF IV	Self	Evaluator	PT	V	PR	D	
V.16. ASSISTS IN FINANCIAL/RESOURCE MANAGEMENT OF UNIT(S)								
Collaborates with CSM to identify annual unit budget requirements/capital equipment needs.	Assists CSM with maintaining and evaluating Staffing Matrix variances with written supportive data.							
Delegates and holds staff accountable for efficient use of resources.	Assists CSM in planning, implementing and controlling annual budget.							
Supports the staffing policies and acts as a resource to staff.	Maintains staffing levels to meet target productivity goals.							
Determines staffing needs based on accurate Quadramed data, staffing matrix and staff feedback.	Recommends and assists with implementation of cost containment strategies with CSM.							
Creatively manages flexible staffing patterns to meet patient care needs.	Submits written recommendations for staffing pattern adjustments with supportive data to CSM.							
Assists CSM in controlling overtime costs and effectively utilizing resources.	Facilitates evaluations of equipment and supplies and provides feedback as requested.							
Collaborates with CSM regarding DRG/LOS issues.	Participates in cost analysis when requested.							
Serves as a resource for Quadramed data.	Maintains staffing levels to meet target productivity goals and submits written recommendations for staffing pattern adjustments with supportive data to CSM.							
Supports staffing policies, acts as a resource to staff and nursing leadership.	Stays current on financial issues that impact healthcare and UAMS.							
	Educate staff about financial issues that impact the unit/organization.							
PERFORMS ROLE OF CDF - CDF IV:		0	0					
Comments:								
VI. PROFESSIONAL GROWTH								
Criteria attached		Self	Evaluator	PT	V	PR	D	CEU
Participates in continuing education - maintains current educational records.								
Participates in professional/institutional advancement.								
CDF	CDF IV							
Completes 40 hours of staff development activity annually.	Completes 48 hours of staff development activity annually.							
Successfully completes assigned courses specific to unit patient population.	Designs and implements four of the following during 12-month evaluation period: Case							
Completes/presents the following on an annual basis: One case conference, Two unit-based inservices, One hospital based inservice, One nursing tool or educational aid, One literature review								
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	25	0	5	0
II.	SAFETY AND EMERGENCY PREPAREDNESS (10%)	50	25	0	2	0
III.	INSTITUTIONAL/PROFESSIONAL STANDARDS (5%)	25	30	0	0.8333333	0
IV.	PROCESS IMPROVEMENT (5%)	25	15	0	1.6666667	0
V.	PERFORMS ROLE OF CDF (50%)	250	80	0	3.125	0
VI.	PROFESSIONAL GROWTH (5%)	25	10	0	2.5	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

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.

Administrative