

Unlicensed Assistive Personnel (NCT, CST III, MA) Performance Evaluation Rating Guide

Final

MJR	4 Consistently Exceeds	3 Occasionally Exceeds	2 Meets Expectations	1 Does Not Meet Expectations
<p><u>Quality & Safety for Patient Care</u></p>	<p>Meeting Unit-specific Enterprise Quality and Safety Goal MAX (cascade from leadership goal), <u>AND TWO (2)</u> of the following items:</p> <p><u>OR</u> Meet <u>FIVE (5)</u> of the following:</p> <ul style="list-style-type: none"> ○ Current Super User/Validator ○ Cleans computers/work areas each shift ○ Monitors areas outside work space (kitchen/hallway/supply room) for cleanliness ○ Hand hygiene 95% or greater for work unit (clinical staff – RN, NCT, MA, LPN, etc) ○ Participates in a nursing sensitive indicator project ○ Formal presentation to other units or another clinic related to patient safety or no harm; ○ Provides teaching/instruction to peers or patients (as appropriate) ○ Poster presentation related to patient safety; ○ Consistently identifies and initiates unassigned tasks, within scope of practice, without nurse direction <p>Ambulatory must <u>also meet ONE (1)</u> of the following:</p> <ul style="list-style-type: none"> ○ At target for quality metric applicable to their clinic ○ High Blood Pressure control compliance at or greater than 68% ○ Tobacco cessation screening compliance greater than 88% 	<p>Meeting Unit-specific Enterprise Quality and Safety Goal <u>Target</u> (cascade from leadership goal) <u>AND ONE (1)</u> of the following items:</p> <p><u>OR</u> Meet <u>THREE (3)</u> of the following:</p> <ul style="list-style-type: none"> ○ Current Super User/ Validator ○ Cleans computers/work areas each shift; ○ Monitors areas outside work space (kitchen/hallway/supply room) for cleanliness ○ Hand hygiene 90% or greater for unit (clinical staff – RN, NCT, MA, LPN, etc) ○ Participates in a nursing sensitive indicator project ○ Provides teaching/instruction to peers or patients (as appropriate) ○ Occasionally identifies and initiates unassigned tasks, within scope of practice, without nurse direction <p>Ambulatory must <u>also meet ONE (1)</u> of the following:</p> <ul style="list-style-type: none"> ○ At target or greater for quality metric applicable to their clinic ○ High Blood Pressure control compliance at 67% ○ Tobacco cessation screening compliance at or greater than 88%. 	<p>Work unit meets <u>ONE (1)</u> of the following:</p> <ul style="list-style-type: none"> ○ Hand Hygiene equal or greater than 85% for unit (clinical staff - RN, NCT, MA, LPN, etc) ○ Meeting Unit-specific Enterprise Quality and Safety Goal <u>Threshold</u> (cascade from leadership goal). <p><u>AND</u></p> <p>Meets <u>NINE (9)</u> of the following:</p> <ul style="list-style-type: none"> ○ Ensures work area is clean ○ Rounds on waiting rooms and monitors standards- notifies security of any safety concerns ○ Ensures bed alcoves are clear, requests pick up of extra beds ○ Participates in daily safety huddles ○ Attends all unit/clinic specific meetings mandatory educational sessions ○ Follows standard policy during code alerts, including activating them as delegated (Blue, Red, Pink, Silver, Yellow) ○ Reports to work on time and as scheduled ○ Documents care provided in an accurate, thorough, legible manner, according to policy ○ Responds to call lights with a sense of urgency ○ Completes delegates tasks within assigned time as directed nurse ○ Follows all bundle compliance (NO HARM) 	<ul style="list-style-type: none"> ○ Does not meet competency requirements by deadline ○ Does not ensure work area is clean ○ Does not rounds on waiting rooms to monitor standards ○ Does not monitor bed alcove, or request pick up of extra beds ○ Hand Hygiene < 85% for unit (clinical staff - RN, NCT, MA, LPN, etc) ○ Does not follow standard policy during code alerts, including activating them as delegated (Blue, Red, Pink, Silver, Yellow) ○ Multiple instance of non-compliance with safety standards ○ Does not attend/participate in daily huddles; ○ Fails to provide feedback and share own thoughts and ideas in team huddles; ○ Does not actively participate in team meetings, fails to provide feedback and share own thoughts and ideas ○ Consistently works past scheduled time to leave ○ Consistently uses overtime to complete work ○ Consistently fails to take a lunch requesting no meal ○ Does not complete delegated tasks in a timely manner, as directed ○ Documentation is inaccurate/incomplete ○ Does not follow Bundle Compliance standards

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<p>Service</p>	<p>Work unit meets Max goal for specific enterprise patient centeredness goal (cascaded from leadership goal) or predetermined patient experience/key driver questions.</p> <p><u>OR</u> Work unit meets Target goal for specific enterprise patient centeredness goal (cascaded from leadership goal) or predetermined patient experience/key driver questions <u>AND Two (2)</u> of the following:</p> <ul style="list-style-type: none"> ○ Consistently anticipates the special needs and/or circumstances of patients/families before requested ○ Identify one area of improvement and/or change to better meet the needs of an underserved/underrepresented patient population (i.e. non-English speaking patient, use of dedicated fields in EPIC to document pronouns and preferred name of patients, dietary needs of patients during Ramadan, end-of-life care decisions among African American patients, peer support process for individuals subjected to inappropriate language/racial slurs, etc.). Must develop a unit/clinic plan to address the need ○ 6 STARS, email recognition/get well network/thank you cards specifically related to patient care ○ 1 STAR award related to patient care ○ 3 acknowledgements/mention from patients on Press Ganey patient experience survey or leader rounds ○ Clinical Excellence winner (this year) ○ Committee officer ○ Foreign language training. 	<p>Work unit meets Target goal for specific enterprise patient centeredness goal (cascaded from leadership goal) or predetermined patient experience/key driver questions.</p> <p><u>OR</u> Meets <u>Three (3)</u> of the following:</p> <ul style="list-style-type: none"> ○ Occasionally anticipates the special needs and/or circumstances of patients/families before requested ○ Identify one area of improvement and/or change to better meet the needs of an underserved/underrepresented patient population (i.e. non-English speaking patient, use of dedicated fields in EPIC to document pronouns and preferred name of patients, dietary needs of patients during Ramadan, end-of-life care decisions among African American patients, peer support process for individuals subjected to inappropriate language/racial slurs, etc.). Must develop a unit/clinic plan to address the need ○ 4 STARS, email recognition/get well network/thank you cards specifically related to patient care ○ 1 STAR award related to patient care ○ 2 acknowledgement/mention from patients on Press Ganey patient experience survey or leader rounds ○ Clinical Excellence nominee; ○ Committee officer ○ Foreign language training. 	<p>Work unit meets Threshold goal for specific enterprise patient centeredness goal (cascaded from leadership goal) or predetermined patient experience/key driver questions.</p> <p><u>OR</u> Meets <u>all</u> of the following:</p> <ul style="list-style-type: none"> ○ Rounds for outcomes on every patient according to organizational standard ○ Models behavioral expectations & demonstrates service excellence to all customers ○ No patient/family/peer complaints ○ Attitude is supportive of positive unit morale, follows dress code and usage of computer/cell phone appropriately. ○ Considers the special needs and/or circumstances of patients/families to promote comfort and well-being 	<p>Does not meet Threshold goal for specific enterprise patient centeredness goal (cascaded from leadership goal) or predetermined patient experience/key driver questions.</p> <p><u>OR</u></p> <ul style="list-style-type: none"> ○ Received <u>TWO (2)</u> substantiated negative comments from patient via rounding, Press Ganey survey, leader rounds ○ Does not adhere to the principals of AIDET ○ Fails to demonstrate professionalism and respect ○ Pattern behavior of negative tone and facial expression in interactions with peers, patients, colleagues, etc. ○ Does not communicate appropriately and/or thoroughly ○ Does not demonstrate behaviors to resolve conflict with others ○ Fails to work with others to achieve a professional work environment ○ Shows lack of regard for the time of others ○ Display disruptive behavior that negatively affects patient care, education, research or other services performed by the individual or team ○ Fails to provide a supportive environment for work unit such as gossiping, belittling, or other behavior associated with horizontal violence ○ Does not show any personal engagement in satisfaction initiatives

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	<p><u>OR</u></p> <p>Meets Five (5) of the following:</p> <ul style="list-style-type: none">○ Consistently anticipates the special needs and/or circumstances of patients/families before requested○ Identify one area of improvement and/or change to better meet the needs of an underserved/underrepresented patient population (i.e. non-English speaking patient, use of dedicated fields in EPIC to document pronouns and preferred name of patients, dietary needs of patients during Ramadan, end-of-life care decisions among African American patients, peer support process for individuals subjected to inappropriate language/racial slurs, etc.). Must develop a unit/clinic plan to address the need○ 6 STARS, email recognition/get well network/thank you cards specifically related to patient care○ 1 STAR award related to patient care○ 3 acknowledgements/mention from patients on Press Ganey patient experience survey or leader rounds○ Clinical Excellence winner (this year)○ Committee officer○ Foreign language training.			
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<p>Teamwork</p>	<p>Ambulatory MA only (may include additional shifts in requirements for this level) –</p> <ul style="list-style-type: none"> ○ Works 6 additional shifts or adjusts schedule and is flexible with schedule to meet work unit/enterprise needs. <p>OR Meets Four (4) of the following:</p> <ul style="list-style-type: none"> ○ Assists with unit or clinic needs such as stocking, filling blanket warmer, making coffee, running labs, etc. ○ 6 STARS, email recognition/get well network/thank you cards specifically; related to peer support ○ 1 STAR award related to peer support. ○ Consistently responds to call lights regardless of patient assignment ○ Perfect Attendance (no absences in fiscal year) ○ Develops an atmosphere that is safe for all employees to ask for help; ○ Regularly offers assistance in an area of strength to co-workers struggling in that area; ○ Volunteer to accept work in an area other than home unit/POD; ○ Accepts assignment to service lines outside home unit/ POD; ○ Recognize when peer needs assistance and helps to complete tasks to catch up in work; ○ Once caught up with own tasks, actively looks for ways to help peers; ○ Complete a minimum of 4 WBTs from myUK learning on diversity, equity, or inclusion plus completion of SAFE Pledge commitment. 	<p>Ambulatory MA only (may include additional shifts in requirements for this level) –</p> <ul style="list-style-type: none"> ○ Works 3 additional shifts or adjusts schedule and is flexible with schedule to meet work unit/enterprise needs. <p>OR Meets Three (3) of the following:</p> <ul style="list-style-type: none"> ○ Assists with unit or clinic needs such as stocking, filling blanket warmer, making coffee, running labs, etc. ○ 4 STARS, email recognition/get well network/thank you cards specifically related to peer support ○ 1 STAR award related to peer support. ○ Occasionally responds to call lights outside of assigned area ○ Excellent Attendance (no more than 3 absences in fiscal year) ○ Develops an atmosphere that is safe for all employees to ask for help ○ Regularly offers assistance in an area of strength to co-workers struggling in that area; ○ Volunteer to accept work in an area other than home unit/ POD ○ Accepts assignment to service lines outside home unit/POD ○ Recognize when peer needs assistance and helps to complete tasks to catch up in work; ○ Once caught up with own tasks, actively looks for ways to help peers ○ Complete a minimum of 2 WBTs from myUK learning on diversity, equity, or inclusion plus completion of SAFE Pledge commitment. 	<ul style="list-style-type: none"> ○ Fosters and models interdisciplinary team collaboration & cooperative relations ○ Collaborates with nurse and communicates any changes observed in assigned patients ○ Exhibits teamwork by assisting fellow colleagues ○ Attitude is supportive of unit/clinic initiatives ○ Demonstrate behaviors toward resolving conflict with all customers; ○ Demonstrates willingness to work effectively with colleagues at all levels to solve problems ○ Monitors tube system or lab depository as needed ○ Demonstrates responsibility and dependability in performing work duties and can be relied on by other team members ○ Demonstrates support, respect, and professionalism for colleagues and is accountable for all interactions 	<ul style="list-style-type: none"> ○ Probation &/or suspension related to attendance ○ Does not show any personal engagement in satisfaction initiatives ○ Does not show collaboration in an interdisciplinary team setting ○ Does not demonstrate behaviors to resolve conflict with others ○ Fails to work with others to achieve a professional work environment ○ Shows lack of regard for the time of others ○ Display disruptive behavior that negatively affects patient care, education, research or other services performed by the individual or team ○ Self-centered with approach to completing tasks; rarely asks team members if they need assistance ○ Fails to provide a supportive environment for work unit such as gossiping, belittling, or other behavior associated with horizontal violence

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<p>Efficiency</p>	<p>Meets four (4) of the following:</p> <ul style="list-style-type: none"> ○ Consistently engages in transfer process (in/out of unit) to facilitate timely transfers; ○ Works 6 additional shifts or adjusts schedule ○ Occasionally adjusts & is flexible with schedule to accommodate unit; ○ Super user/Validator ○ Self-directed & takes ownership of issues on work unit (places work orders/tags broken equipment) and notifies manager of work order numbers ○ Work on cost-containment project ○ 5 years or greater longevity on unit/clinic 	<p>Meets Two (2) of the following:</p> <ul style="list-style-type: none"> ○ Consistently engages in transfer process (in/out of unit) to facilitate timely transfers; ○ Works 3 extra shifts throughout the year; ○ Occasionally adjusts & is flexible with schedule to accommodate unit ○ Super user/Validator ○ Self-directed & takes ownership of issues on work unit (places work orders/tags broken equipment) and notifies manager of work order numbers ○ Work on cost-containment project ○ 5 years or greater longevity on unit/clinic 	<ul style="list-style-type: none"> ○ Works efficiently and completes tasks within appropriate time parameters ○ Broken Equipment is reported and work order number is sent to manager (Fax, phone, blanket warmer, lift, scanners, etc.) ○ Ensures supplies are stocked ○ Completes duties assigned per area/unit specific ○ Resources are used appropriately (computer, supplies, equipment, personal calls) ○ Reports to work on time, and as scheduled 	<ul style="list-style-type: none"> ○ Inappropriate cell phone use ○ Inappropriate internet use ○ Multiple personal calls ○ Received more than One (1) written warning, probation &/Or suspension for any reason other than attendance ○ Accesses records of patients not in your area, or that will be coming to your area ○ Does not monitor for appropriate UK ID badges ○ Does not maintain contained/ specialty/ high risk areas ○ Leaves computer logged in and unattended ○ Improperly looks up patients' locations ○ Discloses sensitive or confidential information ○ Does not report broken equipment

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<u>Professional Development & Competency</u>	Level Two on TAP <u>OR</u> Meets Five (5) of the following: <ul style="list-style-type: none"> ○ SRNA certification current ○ CMA/RMA certification current ○ Precept new hire to work unit ○ Active member of para-professional organization ○ Hold an office at the regional, state, or national level in a para-professional nursing organization ○ Extra Certifications- specialty ○ Participant in unit/clinic/nursing enterprise committee or council ○ Chair or co-chair unit/clinic/nursing/enterprise council ○ Journal article publication ○ Journal club participant ○ Journal club Facilitator/organizer ○ Leading a discussion on a DEI related topic (book or article on health equity, social justice, systemic bias, etc.) ○ Serves as an Equity Ambassador for unit, clinic, division, or department ○ Formal poster and/or podium presentation ○ Completes Harvard Implicit Association Test (IAT) modules and has 1-2 action steps to address module findings ○ Continuing education ○ Collaborate and contribute to weekly/monthly unit/clinic note. 	Level One on TAP <u>OR</u> Meets Three (3) of the following: <ul style="list-style-type: none"> ○ SRNA certification current ○ CMA/RMA certification current ○ Precept new hire to work unit ○ Active member of para-professional organization ○ Hold an office at the regional, state, or national level in a para-professional organization ○ Extra Certifications- specialty ○ Participant in unit/clinic/nursing enterprise committee or council; ○ Chair or co-chair unit/clinic/nursing/enterprise council ○ Journal article publication ○ Journal club participant ○ Journal club Facilitator/organizer ○ Abstract for poster and/or podium presentation ○ Leading a discussion on a DEI related topic (book or article on health equity, social justice, systemic bias, etc.) ○ Continuing education ○ Serves as an Equity Ambassador for unit, clinic, division, or department ○ Collaborate and contribute to weekly/monthly unit/clinic note. 	<ul style="list-style-type: none"> ○ Completes all competencies by deadline and/or according to policy; ○ Attends all unit/clinic specific meetings; mandatory educational sessions; ○ Maintains mandatory license & certifications required for specific position; ○ Attends/completes nursing quarterly sessions, as required ○ Assumes accountability for professional development 	<ul style="list-style-type: none"> ○ Failed to complete WBTs on time ○ Failed to complete Blitz/Blast on time ○ Does not attend unit specific meetings, educational sessions or committee meetings as required ○ Does not attend/complete nursing quarterly sessions, as required
<u>Administrative Support</u>	Meets MJR Expectations and Two (2) of the following:	Meets MJR Expectations and One (1) of the following:	<ul style="list-style-type: none"> ○ Broken Equipment is reported and work order number is sent to manager (Fax, phone, blanket warmer, lift, scanners, etc.) 	<ul style="list-style-type: none"> ○ Does not report broken equipment ○ Failure to make follow-up appointments

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	<ul style="list-style-type: none"> ○ Self-directed & takes ownership of issues on work unit (places work orders/tags broken equipment) and notifies manager of work order numbers ○ Assists staff with clinic needs/stocking (filling blanket warmer, making coffee, running labs, delivering supplies, etc.) ○ Order/requests more office supplies when par is low, and follows up to ensure delivered ○ When specific supplies are brought to clinic, takes initiative to seek out and deliver supplies directly to nurse/provider or stock as appropriate 	<ul style="list-style-type: none"> ○ Self-directed & takes ownership of issues on work unit (places work orders/tags broken equipment) and notifies manager of work order numbers ○ Assists staff with unit needs/stocking (filling blanket warmer, making coffee, running labs, etc.) ○ Order/requests more office supplies when par is low, and follows up to ensure delivered ○ When specific supplies are brought to clinic, takes initiative to seek out and deliver supplies directly to nurse/provider or stock as appropriate 	<ul style="list-style-type: none"> ○ Ensures supplies are stocked ○ Requests medical records from outside facility per provider request ○ Completes duties assigned per clinic/area/unit specific ○ Follows procedure for follow-up appointments ○ Monitors any need for labs to be delivered ○ Making follow-up appointments, and/or include correct follow up information in discharge information 	
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