

PCA Performance Evaluation Rating Guideline

MJR: Communication

Essential Function	4 Consistently exceeds	3 Occasionally exceeds	2 Meets expectations	1 Does not meet expectations
<p>Communication: Communicates accurately, timely, and in a friendly professional manner, using patient and family centered principles, communicated and treats patients, visitors, and co-workers with respect and dignity in a professional manner, acts as a liaison between physicians, nursing and interdisciplinary departments, and outlying facilities to direct and guide patient care</p>	<p>5 or more positive comments from patient/family/coworkers, notify admitting if inappropriate bed assignment (ex: wrong sex/room occupied), notify bed assignment if discharge is cancelled</p>	<p>1-4 positive comments from coworkers, inform staff of changes in assignments</p>	<p>No customer/coworker complaints, communicates information to nsg/physician, notifies dietary of changes Give thorough hand off at change of shift (admits/discharges pending/family/patient issues or alias.</p>	<p>Complaints voiced by customers/co-workers R/T to unprofessional manner, does not notify staff of admits/transfer/discharges</p>

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MJR: Safety/Control

Essential Function	4 Consistently exceeds	3 Occasionally exceeds	2 Meets expectations	1 Does not meet expectations
<p>Quality/Control: Follows UK, hospital, and nursing protocols and policies regarding infection control, codes, and other safety standards, completes annual training and competencies within the allotted time</p>	<p>Assist with clerical competency, monitors areas outside work space (kitchen/hallways), ensure all exits are monitored during code pink.</p> <p>Updates patient family on restricted visitation for procedures and notifies when complete as directed per nurse</p> <p>Full orientation of a new clerk.</p> <p>Advancing education</p>	<p>Clean computers daily, code red- helps/ensures unit/floor is meeting all standards: ex: code pink- endures all monitors exits are monitored, code red: ensure all doors closed and hall is cleared.</p> <p>Assist with orientation of new staff.</p> <p>Serves on a council/committee</p>	<p>Meet competency requirements, ensures work area is clean, request pick up of extra beds on unit, follows code protocols (red, yellow, blue, silver), contain/clean up spills/ notify EVS</p> <p>Rounds on waiting rooms and monitors standards. Notifies security of any issues</p> <p>Reports to work on time and as scheduled.</p>	<p>Does not complete competencies as required, do not follow protocol for code, walk over spills</p> <p>Probation/Suspension in corrective action process (more than one written warning)</p>

PCA Performance Evaluation Rating Guideline

MJR: Patient Movement

Essential Function	4 Consistently exceeds	3 Occasionally exceeds	2 Meets expectations	1 Does not meet expectations
<p>Patient Movement: Initiates and utilizes systems to facilitate patient movement in an accurate and timely manner, follows departmental standards to ensure admissions, transfers, and discharges occur in an accurate and timely manner</p>	<p>Ensures room is clean/ready when room is assigned (physically check), follow up to ensure it is clean</p>	<p>Orders bed when patient transfers out, removes from status board after final discharge</p>	<p>Enters final discharge, notifies nurse room is clean for transfer, orders bed if requested by nurse, notifies nurse of new admissions/transfers</p> <p>Check bed board hourly</p> <p>Prints ticket to ride</p>	<p>Does not use/check bed board consistently, does not place patient in for transport, not aware of patient movement, does not notify nurse if bed clean for transfer</p> <p>Fails to print ticket to ride.</p>

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MJR: Administrative Duties

Essential Function	4 Consistently exceeds	3 Occasionally exceeds	2 Meets expectations	1 Does not meet expectations
<p>Administrative Duties: Utilizes and maintains all essential equipment, demonstrates the competency to utilize all necessary systems for patient care and movement, initiates and maintains patient charts, forms, and labels according to established guidelines</p>	<p>Reports broken equipment/red tags(filled our properly)/ work order to manager and follow-up on repair(picked up or fixed) , orders supplies and follow-up on delivery.</p> <p>Makes follow up appt after patient is discharged, mails to patient to ensure they are aware</p> <p>Self-directed, take ownership of issues found on unit</p> <p>Coordinates/Runs labs if tube system is down.</p>	<p>Chart maintenance completed every shift, reports broken equipment/ red tags/reports to manager (no follow-up), stocks blanket/CHG warmer, reboots computers daily, makes admission packs during down time</p> <p>Locates/request equipment per nurse direction</p> <p>Takes supplies to nurse delivered by tube system.</p> <p>Report consistent issues with chart maintenance to manager.</p>	<p>All charts with correct forms/labels, broken equipment reported/send work order to manager (fax, phone, blanket warmer, CHG warmer, lift, bladder scanner, computers, etc.), notify appropriate person if low on supplies, monitors admission packets/ makes new ones, request med. Record from other hospital/facility per MD request</p> <p>Completes duties assigned per area</p> <p>Follows procedure for follow-up appt</p> <p>Monitors tube system as needed</p>	<p>Mislabeled/unlabeled forms in chart, incorrect tags (service/name), KASPER not requested, inconsistent chart maintenance, do not report broken equipment</p> <p>Failure to make RTC appts</p>

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MJR: Confidentiality

Essential Function	4 Consistently exceeds	3 Occasionally exceeds	2 Meets expectations	1 Does not meet expectations
<p>Confidentiality: Provides adequate information while following HIPAA guidelines to maintain patient confidentiality, reports any HIPPA violations</p>	<p>Monitor for unattended computers in hallway and notify manager if consistent, deny access to contained areas/send to manager/security</p> <p>Works extra shifts throughout the year. (Consistently adjusts and is flexible with schedule to accommodate unit.</p>	<p>Ask for name ID's, remind coworkers/ staff to observe HIPPA, notify corp. compliance if needed/instructed</p> <p>Occasionally works an extra shift or adjusts schedule to accommodate unit.</p>	<p>Monitor for employee ID's in work spaces, keep medical records in safe/contained area, no conversation about patients in hallway, notify manager of concerns and HIPPA violations, ensures correct fax #, Use PROD to look up patient location</p>	<p>Access record of patients not in your area, do not monitor for ID badges, leave computer unattended and not locked, look up patient location in SCM</p>