

PCA Performance Evaluation Rating Guide

FINAL

MJR	4 Consistently Exceeds	3 Occasionally Exceeds	2 Meets Expectations	1 Does Not Meet Expectations
<p><b><u>Safety/Quality/Control:</u></b></p>	<p>Meet <b>Six (6)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Current Super User/Validator</li> <li>○ Cleans computers/work areas each shift</li> <li>○ Consistently monitors areas outside work space (kitchen/hallway/supply room) for cleanliness</li> <li>○ Championing a quality initiative for work unit;</li> <li>○ Follows Code guidelines and helps ensure unit/floor is meeting all standards (i.e- helps clear hallways for code red, monitors exit during code pink, etc)</li> <li>○ Gathers information for unit daily huddle;</li> <li>○ Hand hygiene greater than or equal to 95% for work unit</li> <li>○ Serves as a preceptor for a complete orientation of a new clerk</li> <li>○ Consistently updates patient/family on visitation</li> <li>○ Participant in unit/enterprise committee or council</li> <li>○ Chair or co-chair unit/enterprise council</li> <li>○ Perfect attendance (no absences) over past fiscal year</li> <li>○ Advancing education</li> <li>○ Serves as an Equity Ambassador for unit, clinic, division, or department</li> <li>○ Leading a discussion on a DEI related topic (book or article on health equity, social justice, systemic bias, etc.)</li> <li>○ Completes Harvard Implicit Association Test (IAT) modules and has 1-2 action steps to address module findings</li> </ul>	<p>Meet <b>Four (4)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Current Super User/ Validator</li> <li>○ Cleans computers/work areas each shift;</li> <li>○ Monitors areas outside work space (kitchen/hallway/supply room) for cleanliness</li> <li>○ Follows Code guidelines and helps ensure unit/floor is meeting all standards (i.e- helps clear hallways for code red, monitors exit during code pink, etc)</li> <li>○ Gathers information for daily huddle;</li> <li>○ Hand hygiene greater than or equal to 90% for unit</li> <li>○ Assists with orientation of new staff.</li> <li>○ Occasionally updates patient/family on visitation</li> <li>○ Participant in unit/nursing enterprise committee or council</li> <li>○ Chair or co-chair unit/enterprise council</li> <li>○ Excellent attendance (no more than than 3 absences) over past fiscal year</li> <li>○ Serves as an Equity Ambassador for unit, clinic, division, or department</li> <li>○ Leading a discussion on a DEI related topic (book or article on health equity, social justice, systemic bias, etc.)</li> <li>○ Advancing education</li> </ul>	<p>Meet <b>Seven (7)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Completes all competencies by deadline and/or according to policy</li> <li>○ Ensures work area is clean</li> <li>○ Rounds on waiting rooms and monitors standards- notifies security of any safety concerns</li> <li>○ Ensures bed alcoves are clear, requests pick up of extra beds</li> <li>○ Hand Hygiene 85% or greater for unit</li> <li>○ Participates in daily safety huddles</li> <li>○ Attends all unit specific meetings; mandatory educational sessions</li> <li>○ Follows standard policy during code alerts, including activating them as delegated (Blue, Red, Pink, Silver, Yellow)</li> <li>○ Reports to work on time and as scheduled</li> <li>○ Attends/completes nursing quarterly sessions, as required</li> </ul>	<ul style="list-style-type: none"> <li>○ Does not meet competency requirements by deadline</li> <li>○ Does not ensure work area is clean</li> <li>○ Does not rounds on waiting rooms to monitor standards</li> <li>○ Does not monitor bed alcove, or request pick up of extra beds</li> <li>○ Hand Hygiene &lt; 85% for unit (clinical staff - RN, NCT, MA, LPN, etc)</li> <li>○ Does not follow standard policy during code alerts, including activating them as delegated (Blue, Red, Pink, Silver, Yellow)</li> <li>○ Multiple instance of non-compliance with safety standards</li> <li>○ Does not attend/participate in daily huddles;</li> <li>○ Received more than One (1) written warning, probation &amp;/Or suspension for any reason other than attendance</li> <li>○ Does not attend all unit specific meetings; mandatory educational sessions;</li> <li>○ Does not actively participate in team meetings, fails to provide feedback and share own thoughts and ideas</li> <li>○ Consistently works past scheduled time to leave</li> <li>○ Consistently uses overtime to complete work</li> <li>○ Consistently fails to take a lunch requesting no meal.</li> </ul>

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<p><b>Communication</b> = <b>Customer Service:</b></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><b>OR</b></p> <p><b>Meets Three (3)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ 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</li> <li>○ 6 STARS, email recognition/get well network/thank you cards specifically related to patient care</li> <li>○ 1 STAR award related to patient care</li> <li>○ 3 acknowledgements/mention from patients on Press Ganey patient experience survey or leader rounds</li> </ul>	<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><b>OR</b></p> <p>Meets <b>Two (2)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ 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</li> <li>○ 4 STARS, email recognition/get well network/thank you cards specifically related to patient care</li> <li>○ 1 STAR award related to patient care</li> <li>○ 2 acknowledgement/mention from patients on Press Ganey patient experience survey or leader rounds</li> </ul>	<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><b>OR</b></p> <p>Meets <b>all</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Models behavioral expectations &amp; demonstrates service excellence to all customers</li> <li>○ No patient/family/peer complaints</li> <li>○ Attitude is supportive of positive unit morale, follows dress code and usage of computer appropriately.</li> <li>○ Meeting Unit-specific Enterprise Patient Centeredness Goal Threshold (Cascade from Leadership Goal)</li> <li>○ Updates KCATS of any known admit/discharge changes</li> <li>○ Demonstrate behaviors toward resolving conflict with all customers;</li> <li>○ Demonstrates willingness to work effectively with colleagues at all levels to solve problems;</li> <li>○ Communicates concerns, feedback and ideas to the rest of the team;</li> </ul>	<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><b>OR</b></p> <ul style="list-style-type: none"> <li>○ Received <b>TWO (2)</b> substantiated negative comments from patient via rounding, Press Ganey survey, leader rounds</li> <li>○ Does not adhere to the principals of AIDET;</li> <li>○ Fails to demonstrate professionalism and respect</li> <li>○ Pattern behavior of negative tone and facial expression in interactions with peers, patients, colleagues, etc.</li> <li>○ Does not communicate appropriately and/or thoroughly</li> <li>○ Does not demonstrate behaviors to resolve conflict with others</li> <li>○ Fails to work with others to achieve a professional work environment</li> <li>○ Shows lack of regard for the time of others</li> <li>○ Display disruptive behavior that negatively affects patient care, education, research or other services performed by the individual or team</li> <li>○ Fails to provide a supportive environment for work unit such as gossiping, belittling, or other behavior associated with horizontal violence</li> <li>○ Does not show any personal engagement in satisfaction initiatives</li> </ul>

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<p><b>Administrative Duties:</b></p>	<p>Meets <b>Three (3)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Self-directed &amp; takes ownership of issues on work unit (places work orders/tags broken equipment) and notifies manager of work order numbers</li> <li>○ Report inconsistency with chart maintained/EHR requirements to manager</li> <li>○ Ensures nurses have obtained admit packet for all new admits to unit/floor</li> <li>○ Assists staff with unit needs/stocking (filling blanket warmer, making coffee, running labs, delivering supplies directly to nurse- from tube system/materials/pharmacy, etc.)</li> <li>○ When specific supplies are brought to unit, takes initiative to seek out and deliver supplies directly to nurse- from tube system/materials/pharmacy</li> <li>○ Order/requests more office supplies when par is low, and follows up to ensure delivered</li> </ul>	<p>Meets <b>Two (2)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Self-directed &amp; takes ownership of issues on work unit (places work orders/tags broken equipment) and notifies manager of work order numbers</li> <li>○ Report inconsistency with chart maintained/EHR requirements to manager</li> <li>○ Ensures nurses have obtained admit packet for all new admits to unit/floor</li> <li>○ Assists staff with unit needs/stocking (filling blanket warmer, making coffee, running labs, etc.)</li> <li>○ When specific supplies are brought to unit, takes initiative to seek out and deliver supplies directly to nurse- from tube system/materials/pharmacy</li> <li>○ Order/requests more office supplies when par is low, and follows up to ensure delivered</li> </ul>	<ul style="list-style-type: none"> <li>○ Ensures all charts have correct forms/labels</li> <li>○ Broken Equipment is reported and work order number is sent to manager (Fax, phone, blanket warmer, lift, scanners, etc.)</li> <li>○ Ensures supplies are stocked</li> <li>○ Ensures admission packets are available for new admits/makes more if needed</li> <li>○ Requests medical records from outside facility per provider request</li> <li>○ Completes duties assigned per area/unit specific</li> <li>○ Follows procedure for follow-up appointments</li> <li>○ Monitors tube system, and need for labs to be delivered, as needed</li> <li>○ Stays up to date on EHR unit manager to ensure efficient patient movement</li> <li>○ Making follow-up appointments, and/or include correct follow up information in discharge information</li> </ul>	<ul style="list-style-type: none"> <li>○ Mislabel forms in patient chart</li> <li>○ Mislabel patient chart tag</li> <li>○ Inconsistent chart maintenance</li> <li>○ Does not report broken equipment</li> <li>○ Failure to make follow-up appointments</li> </ul>

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<p><b>Confidentiality:</b></p>	<p>Meets <b>Six (6)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Works 6 additional shifts or adjusts schedule and is flexible with schedule to meet work unit/enterprise needs</li> <li>○ Monitor for unattended/logged in computers</li> <li>○ Consistently maintain access for contained/specialty/high risk areas by checking for UK IDs</li> <li>○ Develops an atmosphere that is safe for all employees to ask for help</li> <li>○ Regularly offers assistance in an area of strength to co-workers struggling in that area;</li> <li>○ Volunteer to take pull and work in an area other than home unit</li> <li>○ Recognize when peer needs assistance and helps to complete tasks to catch up in work</li> <li>○ Once caught up with own tasks, actively looks for ways to help peers</li> <li>○ Is flexible with scheduling to cover needs of work unit</li> <li>○ 6 STARS, email recognition/get well network/thank you cards specifically; related to peer support</li> <li>○ 1 STAR award related to peer support.</li> <li>○ Complete a minimum of 4 WBTs from myUK learning on diversity, equity, or inclusion plus completion of SAFE Pledge commitment.</li> </ul>	<p>Meets <b>Four (4)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Works 3 additional shifts or adjusts schedule and is flexible with schedule to meet work unit/enterprise needs</li> <li>○ Monitor for unattended/logged in computers</li> <li>○ Consistently maintain access for contained/specialty/high risk areas by checking for UK IDs</li> <li>○ Develops an atmosphere that is safe for all employees to ask for help;</li> <li>○ Regularly offers assistance in an area of strength to co-workers struggling in that area;</li> <li>○ Volunteer to accept work in an area other than home unit;</li> <li>○ Recognize when peer needs assistance and helps to complete tasks to catch up in work;</li> <li>○ Once caught up with own tasks, actively looks for ways to help peers;</li> <li>○ Is flexible with scheduling to cover needs of work unit;</li> <li>○ 4 STARS, email recognition/get well network/thank you cards specifically related to peer support;</li> <li>○ 1 STAR award related to peer support.</li> <li>○ Complete a minimum of 2 WBTs from myUK learning on diversity, equity, or inclusion plus completion of SAFE Pledge commitment.</li> </ul>	<ul style="list-style-type: none"> <li>○ Resources are used appropriately (computer, supplies, equipment, personal calls)</li> <li>○ Fosters and models interdisciplinary team collaboration &amp; cooperative relations</li> <li>○ Monitors for employee ID badges</li> <li>○ Keep medical records safe/secured at all times</li> <li>○ No conversations about patient in hallway/public areas</li> <li>○ Notify manager of concerns and any HIPPA violations</li> <li>○ Ensures correct fax number is used and cover sheet is used when faxed sensitive information</li> <li>○ Follows safety standards in looking up patients to ensure they are not suppressed or confidential</li> </ul>	<ul style="list-style-type: none"> <li>○ Inappropriate cell phone use</li> <li>○ Inappropriate internet use</li> <li>○ Multiple personal calls</li> <li>○ Accesses records of patients not in your area, or that will be coming to your area</li> <li>○ Does not monitor for appropriate UK ID badges</li> <li>○ Does not maintain contained/ specialty/ high risk areas</li> <li>○ Leaves computer logged in and unattended</li> <li>○ Improperly looks up patients' locations</li> <li>○ Discloses sensitive or confidential information</li> <li>○ Probation &amp;/or suspension related to attendance</li> </ul>

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<p><b><u>Patient Movement:</u></b></p>	<p>Meets <b>SIX (6)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Consistently engages in transfer process (in/out of work unit) to facilitate and enhance timely transfers</li> <li>○ Actively engages in opportunities to enhance throughput</li> <li>○ Consistently escalates patient movement issues to charge nurse/MGR/HOA/DCN</li> <li>○ Physically checks to ensure room is clean/ready once it has been marked clean in EHR unit manager</li> <li>○ Takes initiative to independently order beds for empty rooms</li> <li>○ Ensures patient is discharged and removed from system in timely manner</li> <li>○ Consistently notifies KCATS when issues arise with assigned patients/rooms</li> <li>○ Independently seeks out clinical staff to notify them when room is assigned</li> <li>○ Independently ensures CMS is notified when new telemetry order is placed, or patient arrives to unit with telemetry order</li> <li>○ Reviews unit manager for new or canceled sitter orders</li> </ul>	<p>Meets <b>THREE (3)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Actively engages in opportunities to enhance throughput</li> <li>○ Occasionally escalates patient movement issues to /charge nurse/MGR/HOA/DCN</li> <li>○ Physically checks to ensure room is clean/ready once it has been marked clean in EHR unit manager</li> <li>○ Takes initiative to independently order beds for empty rooms</li> <li>○ Ensures patient is discharged and removed from system in timely manner</li> <li>○ Communicates routinely with KCATS when issues arise with assigned patients/rooms</li> <li>○ Occasionally seeks out nurse to notify them when room is assigned</li> <li>○ Notifies CMS when new telemetry order is placed or patient arrives to unit with telemetry order</li> <li>○ Reviews unit manager for new or canceled sitter orders</li> </ul>	<ul style="list-style-type: none"> <li>○ Improves own work flow based on standard work;</li> <li>○ Engages in transfer process (in/out of work unit) to facilitate timely transfers</li> <li>○ Communicates admissions, discharges, transferring patients to unit staff</li> <li>○ Ensures Ticket to Ride is printed when patients leave the unit</li> <li>○ Stays logged into EHR at all times to ensure all movement is addressed</li> </ul>	<ul style="list-style-type: none"> <li>○ Does not incorporate changes into their workflow;</li> <li>○ Does not engage in transfer process (in/out of work unit) to facilitate timely transfers</li> <li>○ Does not communicate admissions, discharges, transferring patients to unit staff</li> <li>○ Does not provide Ticket to Ride when patients leave the unit</li> </ul>