

UNIVERSITY MEDICAL CENTER

PERFORMANCE MANAGEMENT PROGRAM
JOB DESCRIPTION/PERFORMANCE APPRAISAL FORM

PART I - GENERAL JOB/PERFORMANCE INFORMATION

Employee Name:

Job Title: Assistant Shift Chief/Paramedic

Position Reports To: Shift Chief

Department: Emergency Medical Services

Exempt/Non-Exempt: Non Exempt

Job Description Effective Date: Revised –October 2006

Performance Appraisal Period:

JOB SUMMARY:

Functions as the immediate supervisor of all EMS employees in the absence of the Shift Chief. Coordinates the safe and efficient management of all EMS calls, the completion of routine duties by his shifts crews, the distribution of supplies, the readiness of crews and equipment, and the timely completion of patient reports by his shift. Routinely functions as a field paramedic as determined by the staffing needs of the department.

EDUCATION AND EXPERIENCE:

High school diploma or its equivalent (GED) is required. College level courses in human anatomy and physiology, psychology, and sociology are desirable. Graduation from an accredited paramedic school is required. A minimum of four years experience as a full time EMS field paramedic in the local system is required.

REQUIRED LICENSURES/CERTIFICATIONS/REGISTRATIONS:

Certification or license by the Texas Department of Health as an Emergency Medical Technician-Paramedic and by the American Heart Association as a Basic Life Support Provider and Advanced Cardiac Life Support Provider are required. Class C driving permit by the Texas Department of Public Safety with no driving while intoxicated (DWI) citations or any other factors which would preclude insurability is required.

PHYSICAL CAPABILITIES:

Frequently exerts a medium amount of force to lift, carry, push, pull and move patients or objects. Frequently work involves standing, walking, bending, stooping, crouching and kneeling. Occasionally work involves sitting, running, climbing stairs, climbing ladders and crawling.

SKILLS AND ABILITIES

High degree of knowledge and skill in pre-hospital patient care is essential. Must demonstrate effective verbal communication and writing skills. Practical knowledge of medicolegal aspects of pre-hospital patient care is essential. Comprehensive geographical knowledge of Lubbock County with particular emphasis on the cities of Lubbock and, utilizing available maps, the cities of Abernathy, Idalou, Slaton, Wolfforth, and Shallowater is essential.

ENVIRONMENTAL/WORKING CONDITIONS

Emergency Medical Services provides crew quarters which are well lighted and ventilated. This position is subject to adverse weather and working conditions. The paramedic is frequently exposed to blood, and other infectious agents. Occasionally work involves the paramedic to be outdoors, in confined spaces, heights, underground, wet, and dry environment with a wide range of temperatures. Frequently work involves a noisy environment, and unusual lighting.

INTERACTION WITH OTHER DEPARTMENTS AND OTHER RELATIONSHIPS:

Must respond in a helpful and considerate manner to the needs of patients, family members, other health care providers, public safety and law enforcement personnel, EMS students, volunteers, and fellow employees.

NOTE: This job description/performance appraisal form does not describe all job responsibilities that may be assigned to this job. Job responsibilities may change from time-to-time.

PERFORMANCE APPRAISAL SECTIONS

INSTRUCTIONAL GUIDE

The next sections of the Job Description/Performance Appraisal Form are used to help management staff explain the job responsibilities, performance expectation, set goals, and evaluate job performance. Management Staff should provide employee with regular performance feedback to their employees. Job performance outcome should not be a surprise during the 90-day or annual performance evaluation meeting.

The Performance Appraisal Section contains:

- 1) Part II – Job Responsibilities – Technical Competence/Leadership Score Card
 - 2) Part III – Policy Compliance and Organizational Behavior – Customary Standards
 - 3) Part IV – Goal Accomplishments and Expected Goals
 - 4) Part V – Mandatory Requirements
- ◆ Mandatory Requirements/Compliance Reminders
 - ◆ Development Need and Improvement Plans
 - ◆ Performance Score Sheet
 - ◆ Signatures

Performance Ratings:

These performance ratings are used to evaluate an employee's performance.

5-Distinguished/ Exceptional:

Job performance is at the highest possible level when given this rating. Employee achieves performance outcomes that always and significantly exceed the job expectations. Job expectations are constantly performed at an exceptionally high quality level no matter the situation.

4-Commendable/Above Expectation:

Achieves performance expectation outcomes that frequently exceed the requirement or goal. Job expectations are performed with commendable quality.

3-Meets Expectations/Competent:

Employee meets and /or occasionally exceeds all job expectations. Job expectations are performed with quality. This rating recognizes solid quality performance and represents a job well done.

2-Meets Most Expectations/Development Needed/Provisional:

Employee meets most of the job expectations. Job performance is below standard and need improvement. Additional training may be needed. Corrective actions must be documented.

Performance Appraisal Instructional Guide

1-Rarely Meets Expectations/Unsatisfactory:

Employee rarely meets the job expectations. The employee has either shown value to the organization but lacks the job skills, or desire, or the employee has the skills to perform the task but needs a considerable amount of additional training and close supervision. At this rating, it may be necessary for the employee to seek another position where his/her skills are better suited. Employee must improve performance within a reasonable period in order to retain the position. Corrective action must be documented.

0-Does Not Meet Expectation/Poor:

Employee does not meet job expectation. Performance has numerous deficiencies. Performance requires continual and direct supervision. Termination may be required or necessary at this level. Action must be documented to justify continual employment.

NOTE: Managerial staff is required to provide documentation i.e. in the comment sections for job responsibilities, customary standards or goal accomplishments receiving a 0, 1, 2, 4 or 5 performance rating.

Weighting

Part II, Part III, and Part V are weighted to indicate the relative importance in overall performance appraisal summary. Weighting provides a consistence process for assessing job performance. The weights for each part are:

- ◆ **Part II – Job Responsibilities – Technical Competence/Leadership Score Card- 40%**
- ◆ **Part III – Policy Compliance and Organizational Behavior – Customary Standards – 40%**
- ◆ **Part IV – Goal Accomplishments and Expected Goals – 20%**

The total rating points for each of the parts are used calculate the overall performance score. The performance score determines the employee's merit increase percentage.

Performance Appraisal Instructional Guide

Performance Scoring

How to determine the total Performance Score?

	A. Total Points	B. Total Possible Points	C. Total Weight Percentage (a ÷ b = c)	D. Assigned Weights Percentage	E. Total Percentage Score (c X d = e)
Part II – Job Responsibilities – Technical Competence/ Leadership Score Card				.40	
Part III – Policy Compliance and Organizational Behavior- Customary Standards				.40	
Part IV – Goal Accomplishments				.20	
Total Percentage Score (Total Col. E)					

- Step I: Total the number of points achieved for (1) Part I and (2) Part III and (3) Part IV.
 Step II: Determine the Total Possible Points for each part.
 Step III: Divide the total points by the Total Possible Points for (1) Part I and (2) Part III and (3) Part IV. You will arrive at the Total Weight Percentage.
 Step III: Multiple the Total Weight Percentage by the weights assigned to each part.
 Step IV: Total the Percentage Scores for each part to achieve the employee’s Total Percentage Score.
 Step V: Look at the Total Percentage Score Range and the corresponding merit increase percentage. The employee will receive this merit increase percentage for their annual performance.

NOTE:

- ◆ **It is not necessary to complete Step V for the 90-day performance evaluations. A merit increase is not given for this evaluation.**
- ◆ **Employees must meet 50% or more of the total possible points in Part II, Part III and Part IV to receive a 4%, 5% or 6% merit increase.**
- ◆ **Vice President or above signature is required for a 4%, 5% or 6% merit increase.**

PART II – JOB RESPONSIBILITIES – WEIGHT ASSIGNED – 40%

TECHNICAL COMPETENCE

Every hospital employee is expected to display an acceptable level of technical competence in carrying out their assigned duties. The specific job responsibilities for this position are listed below.

JOB SPECIFIC RESPONSIBILITIES:

Stated Job Responsibilities – Assistant Shift Chief

RATING POINTS

<p>1. Insure that all personnel and equipment on his shift are adequately prepared to efficiently meet the needs of the department and the community it serves by planning for adequate staffing and operational readiness of equipment and personnel.</p> <ul style="list-style-type: none"> ▪ Inspect EMS personnel for professional appearance, EMS stations for cleanliness and crews completion of duty assignments, and vehicles equipment for crews accuracy of inventories, etc. on a daily basis. Documents all noted deficiencies and follows up with the Administrative Council and involved personnel. ▪ Insure the accuracy and timely completion of all documentation, including call related documents by his shift personnel. ▪ Picks up and turns in all documentation including related documents by his/her shift. ▪ Monitor the daily operations of the department and provides assistance and/or intervenes as necessary while assuming immediate supervisory responsibility for all activities completed by his shifts personnel. Follow up on identified problems or questions in a timely and appropriate manner. ▪ Monitor cage inventory daily to insure enough supplies for the following day. ▪ Picks up and delivers Central Stores order, and Central Receiving orders on daily basis. ▪ Picks up, delivers, and disposes properly of batteries on daily basis. 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>																		
<p>Comments: Does take care of all items. Need to spot check trucks each day.</p>	<p>3</p>																		
<p>2. Paramedic must meet outcome standard for department.</p> <table border="0" style="width: 100%;"> <tr> <td>▪ Paramedic has transport average of 81% or greater.</td> <td style="text-align: right;">5</td> <td></td> </tr> <tr> <td>▪ Paramedic has transport average of 78% or greater.</td> <td style="text-align: right;">4</td> <td></td> </tr> <tr> <td>▪ Paramedic has transport average of 75% or greater.</td> <td style="text-align: right;">3</td> <td>Score _____</td> </tr> <tr> <td>▪ Paramedic has transport average of 72% or greater.</td> <td style="text-align: right;">2</td> <td></td> </tr> <tr> <td>▪ Paramedic has transport average of 69% or greater.</td> <td style="text-align: right;">1</td> <td></td> </tr> <tr> <td>▪ Paramedic has transport average of 65% or less.</td> <td style="text-align: right;">0</td> <td></td> </tr> </table>	▪ Paramedic has transport average of 81% or greater.	5		▪ Paramedic has transport average of 78% or greater.	4		▪ Paramedic has transport average of 75% or greater.	3	Score _____	▪ Paramedic has transport average of 72% or greater.	2		▪ Paramedic has transport average of 69% or greater.	1		▪ Paramedic has transport average of 65% or less.	0		
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▪ Paramedic has transport average of 72% or greater.	2																		
▪ Paramedic has transport average of 69% or greater.	1																		
▪ Paramedic has transport average of 65% or less.	0																		
<p>Comments: 75% transport percentage. Need to work to increase.</p>	<p>3</p>																		
<p>3. Deliver memos to each station and ensure that memos are personally placed in memo books.</p>																			
<p>Comments: Does make sure any postings are delivered to stations</p>	<p>3</p>																		

Stated Job Responsibilities - Paramedic

<p>4. Insure compliance with South Plains EMS/Lubbock EMS treatment protocols, and generally recognized standards of pre-hospital patient care.</p> <ul style="list-style-type: none"> ▪ Must pass initial yearly protocol examination with a score of 100 = 5 90 = 4 Protocol Examination Score _____ 85 = 3 Score ___4___ 80 = 2 75 = 1 ▪ Accumulate department required number of CE credit 44+ = 5 40 = 4 Hours of Continuing Education Credit _____ 36 = 3 Score ___3___ 32 = 2 30 = 1 ▪ Participate in case reviews with a minimum of 1 per quarter 6+ = 5 4 = 3 Score ___5___ Number of Case Reviews ___10___ <4 = 0 ▪ Maintain advance skill proficiency in IV's, ET's, IO's, and defib. = 3 Does not maintain advance skills proficiencies = 0 Score ___5___ Assist with instructing, teaching, and skill improvement programs = 2 Does not assist with instructing, teaching, and skills improvement programs = 0 <p>(Skills proficiency will be determined by skills laboratory and skill testing.) Total scores in above subsection divided by 4 equals subsection score</p>	
<p>Comments:</p>	<p>4</p>
<p>5. Accurately and efficiently complete all routine and special assignments based on Chief and Senior FTO evaluation of calls.</p> <p style="text-align: right;">5 4</p> <p>Evaluation Score _____ 3 Score _____</p> <p style="text-align: right;">2 1</p> <p>Accurately and efficiently complete all routine and special assignments based on Chief and Senior FTO evaluation of station duties.</p> <p style="text-align: right;">5 4</p> <p>Evaluation Score _____ 3 Score _____</p> <p style="text-align: right;">2 1</p> <p>Total scores in above subsection divided by 2 equals subsection score.</p>	
<p>Comments:</p>	<p>4</p>

<p>6. Safely and expeditiously complete all ambulance call assignments.</p> <ul style="list-style-type: none"> ▪ Drive safely to and from call without any accidents based on Senior FTO evaluation. <div style="text-align: center;"> 5 4 3 2 1 </div> <p style="text-align: center;">Score of Senior FTO Driving Evaluation <u>4</u> 3 Score _____</p> <p>(Any accident that at the review of the Safety Committee determines you were at fault will result in a score of 1 regardless of Senior FTO evaluation.)</p> <ul style="list-style-type: none"> ▪ Prepare assigned vehicle for next call after patient is transferred at the receiving hospital and calls in service as soon as possible. YES _____ NO _____ 1.25 points ▪ Keeps out-of-service times to a minimum. <div style="text-align: center;"> YES _____ NO _____ 1.25 points </div> ▪ Keeps cab of unit clean, organized, and prepared for calls at all times. <div style="text-align: center;"> YES _____ NO _____ 1.25 points </div> ▪ Keeps patient compartment clean, organized, and prepared for calls at all times. <div style="text-align: center;"> YES _____ NO _____ 1.25 points </div> <p style="text-align: right;">Score _____</p> <p>Total YES <u>4</u> Total NO _____</p> <p>Total of yes points will be the score on this subsection.</p> <p>Total scores in above subsection divided by 2 equals subsection score.</p>																			
<p>Comments: Bryan's driving is safe and he takes care of his trucks.</p>	4																		
<p>7. Completes all patient run forms before the end of the shift. This includes all reports (transports, transfers, code 4, and all N codes).</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 30%;">ALL Reports</td> <td style="width: 40%;">100% = 5</td> <td style="width: 30%;"></td> </tr> <tr> <td></td> <td>96.0% = 4</td> <td></td> </tr> <tr> <td>Report % _____</td> <td>92.0% = 3</td> <td style="text-align: right;">Score _____</td> </tr> <tr> <td></td> <td>88.0% = 2</td> <td></td> </tr> <tr> <td></td> <td>84.0% = 1</td> <td></td> </tr> <tr> <td></td> <td><80.0% = 0</td> <td></td> </tr> </table>	ALL Reports	100% = 5			96.0% = 4		Report % _____	92.0% = 3	Score _____		88.0% = 2			84.0% = 1			<80.0% = 0		
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<p>Comments: 100%</p>	5																		
<p>8. Complete re-supply duties for all EMS vehicles, County vehicles, and stations in a timely manner.</p> <ul style="list-style-type: none"> ▪ Make sure EMS supply room inventory is correct, and correct any shortage for next Chief. ▪ Order any EMS equipment that we may be short on a daily basis if needed. ▪ Make sure pharmacy supply is in date. Get rid of out of date pharmacy supply by taking back to pharmacy for proper disposal. 																			

<ul style="list-style-type: none"> ▪ Clean up EMS supply room after you have finish on daily basis. ▪ Make sure Wal-Mart supplies are inventory and correct. ▪ Inventory O2 supply twice a week and turn in order. ▪ Inventory level of batteries daily and obtain new ones as needed. Return bad batteries back to Battery Solutions for proper disposal. ▪ Delivers broken equipment to proper designation to have repair when needed. For example, heart monitors to Bio-Med. Insure that the broken equipment is replaced and verbally/written document is given to Chiefs. 	
<p>Comments: Bryan takes care of all items that relate to him.</p>	4
<p>9. Radio communication is appropriate and professional based on everyday evaluation of radio traffic as observed by shift chief or other assigned evaluator.</p> <ul style="list-style-type: none"> ▪ Communicates with plain language or approved radio codes. ▪ Does not use <u>slang</u> or derogatory language 100% of time. ▪ Communicates with a monotone voice with no fluctuation and speaks clearly. ▪ Messages on radio should be brief and to the point. <p style="text-align: center;"> Excellent – 5 Good – 4 Average – 3 Fair – 2 Poor – 1 </p> <p>Radio traffic evaluation_____ Score_____</p>	
<p>Comments: Bryan refrains from joking on radio and is an example to follow.</p>	5
<p>10. Place special emphasis upon budgetary compliance in all sections of the EMS department.</p> <ul style="list-style-type: none"> ▪ Equipment and supplies; make sure crews are checking their vehicles (frontline and reserve), and correct supplies are order and equipment is picked up. ▪ If staffing to make sure to use medics not in OT if possible. ▪ To think of ways to cut expense at the same time to improve quality of care. 	
<p>Comments: Bryan tries to watch costs, and looks for areas of waste that can be corrected.</p>	4
<p>Total Points – Job Responsibilities - Technical Competence</p>	39

PART III - POLICY COMPLIANCE AND ORGANIZATIONAL BEHAVIORS - WEIGHT ASSIGNED – 40%

Every employee is expected to support the Hospitals Mission, Vision and Value Statements by demonstrating concern for quality, productivity and responsiveness in his/her work as evidenced by:

<u>RATING POINTS</u>	
<p><u>Attitude</u></p> <p><u>Example Behaviors:</u></p> <ul style="list-style-type: none"> ◆ Create a positive first impression. ◆ See, Speak & Smile. ◆ <u>Always</u> speak positively – <u>no</u> negative comments. ◆ Make each customer feel he is the most important person in the facility. ◆ Exceed customer expectations. ◆ Body language, tone and demeanor should always reflect a positive attitude. <i>Customers are not an interruption; they are our reason for being here.</i> <p style="text-align: center;"><u>Customers not only include patients and their family members, but your fellow paramedics and dispatchers.</u></p>	
<p>Comments: Bryan is positive most of time. Need to be positive all the time when Around staff and customers.</p>	3
<p><u>Communication</u></p> <p><i>Telephone:</i></p> <ul style="list-style-type: none"> ◆ Answer calls with “your department, station and your name”. ◆ Do not make or answer cell phone calls anytime during the course of an EMS response. <p><i>Radio:</i></p> <ul style="list-style-type: none"> ◆ Listen before you transmit, make certain that the channel/group is clear. ◆ Speak distinctly and pronounce words carefully. Speak at a moderate speed using your conversational tone of voice. Remain calm and cordial, words or voice inflections which reflect an individual’s irritation, disgust or sarcasm are not to be used. ◆ Avoid transmitting with the windows of the unit open while the sirens are operating, and do not transmit while the air horns are operating. ◆ Do not transmit when you are causing feed back from another radio. 	

<ul style="list-style-type: none"> ◆ Use official titles and unit designations. First names or nicknames for call locations are not to be used. ◆ It is prohibitive to transmit superfluous signals, messages of a personal nature, to use profanity or obscene language, to make unnecessary or unidentified transmissions. ◆ Humor and horseplay should be left to the comedians on commercial radio stations. ◆ All EMS personnel should maintain awareness of the need to conserve the use of radio time and make a conscious and positive effort to eliminate unnecessary use of the radio. ◆ Stress courtesy by setting the example. <p><i>Person-to-Person:</i></p> <ul style="list-style-type: none"> ◆ See, speak & smile. ◆ Introduce yourself by name. ◆ Use “please”, “thank you”, “sir”, and “ma’am” when appropriate. ◆ Use “Mr.” & “Ms.” with last name when addressing customers – until given permission to use first name. ◆ Use “Dr.” and last name for physician in front of patients. ◆ Be aware of customer presence during conversation. ◆ Be attentive to your tone of voice during conversation. ◆ Use easily understood language – avoid acronyms or professional jargon. 	
<p>Comments:</p>	<p>4</p>
<p><u>Responsiveness</u></p> <p><u>Example Behaviors</u></p> <ul style="list-style-type: none"> ◆ Directions: <ul style="list-style-type: none"> ◆ Ask if help is needed. ◆ Escort or provide an escort to destination. ◆ Provide your business card or name and phone number for further assistance. ◆ Respond to all customer inquiries within 48 hours. ◆ Acknowledge voice mails and e-mails within 48 hours. ◆ Give customers a realistic time frame for a return call. ◆ When sending a fax, it is expected in 10 minutes. Let the recipient know if it will be longer. 	
<p>Comments: Bryan always takes care of any item I request in a timely manner.</p>	<p>4</p>

<p><u>Courtesy</u></p> <p><u>Example Behaviors:</u></p> <ul style="list-style-type: none"> ◆ Park in designated parking only. ◆ Acknowledge family members who are assisting you. ◆ Be courteous and professional towards bystanders and other responders. ◆ Tell the patient what you are going to do before you do it. ◆ Close curtains or doors for privacy-tell the patient why you are doing this. ◆ Patients should be appropriately covered or draped for privacy during transport. ◆ Always thank the customer for choosing/visiting UMC. ◆ Thank the customer for using Lubbock EMS. ◆ Communicate & apologize for any delays. <p><i>Rudeness is <u>never</u> accepted.</i></p>	
<p>Comments: Bryan is courteous.</p>	3
<p><u>Confidentiality</u></p> <p><u>Example Behaviors:</u></p> <ul style="list-style-type: none"> ◆ Don't discuss business, employee or patient information in public settings. ◆ Only authorized personnel can release patient information. ◆ Conduct conversations with or about customers in private areas. ◆ Access to patient information is limited only to employees involved in the patient's care. ◆ Keep computer screens and patient charts out of public view. ◆ Log off computer and keep passwords private. ◆ Keep fax machines and printers out of public reach. ◆ Be aware of students during conversations. ◆ Do not discuss yours or other employee's evaluations. ◆ Do not discuss yours or other employees pay rate. ◆ Do not discuss disciplinary action either concerning you or other employees. 	
<p>Comments:</p>	3

<p><u>TeamWork</u></p> <p><u>Example Behaviors:</u></p> <ul style="list-style-type: none"> ◆ Be respectful of time away from work area (breaks, lunch, tardiness, leaving early). When you are away, someone else does your work. ◆ Report to duty on time and ready to work. ◆ Treat every co-worker as a professional. Recognize that we each have an area of expertise. ◆ Don't be afraid to ask for help. ◆ Be considerate of everyone's time – avoid last minute requests or changes. ◆ Offer help when possible – be supportive. ◆ Praise in public, coach in private. ◆ Be receptive to constructive criticism. ◆ Offer encouragement. Praise when a job is well done. ◆ Recognize that teamwork is built on trust. Foster this trust on every occasion. ◆ Respect and value different cultures and religious beliefs. 	
<p>Comments: Bryan helps others, he covers shifts on days off, he helps with specials By working football and basketball games.</p>	4
<p><u>Appearance</u></p> <p><u>Example Behaviors</u></p> <ul style="list-style-type: none"> ◆ Display your badge properly. ◆ Dress cleanly, neatly, decently, and professionally. ◆ Follow Dress Code for EMS Personnel, SPP 1.07. ◆ Follow organizational and departmental dress code. ◆ Keep your work area neat and tidy. ◆ Keep food and drink in designated areas. Make sure that food and drink are properly covered during transport. <p style="text-align: center;"><i>Your dress influences your attitude and the perception of care by others.</i></p>	
<p>Comments:</p>	3

<p><u>Ownership</u></p> <p><u>Example Behaviors</u></p> <ul style="list-style-type: none"> ◆ Create an open and friendly environment. ◆ Know and understand the responsibilities of your job. Take charge and accept those responsibilities. ◆ Be supportive of the team. ◆ Say what you mean-mean what you say-prove it by your actions. ◆ Do the right job at the right time. ◆ Use scripting when appropriate. ◆ Keep all areas (hallways, stairwells, etc.) clean and tidy. Pick up litter. ◆ Strive for improvement. ◆ Take pride in UMC as if you owned it. ◆ Represent UMC positively in the community. ◆ Represent EMS positively in the community. 	
<p>Comments: Bryan takes full ownership in EMS and UMC. He is on 30 Minute Club, Spirit Team and participates in other hospital wide activities. Also, active in church And community.</p>	5
<p>Total Points – Policy Compliance and Organizational Behaviors</p>	
<p><u>Corporate Compliance Program, Patient Safety Plan, Employee Safety Plan</u> These Policy Compliances require only a <u>YES</u> or <u>NO</u> response;</p> <p>Every employee is expected to meet all of these performance compliances. Managers will evaluate employees using a <u>YES</u> or <u>NO</u> response instead of the 1 – 5 performance ratings. <u>YES</u> indicates that the employee has met, if applicable, the described behaviors. These performance compliances will not be used when determining the Total Points for the Policy Compliance and Organizational Behaviors.</p>	
<p><u>Corporate Compliance Program</u></p> <p><u>Behaviors:</u></p> <ul style="list-style-type: none"> ◆ Follows the Compliance Program standards designed to prevent, detect, correct and discipline non-compliant behavior: ◆ Participates in initial and continuing educational activities related to the Compliance Plan. ◆ Complies with all applicable laws, regulations, policies and procedures. ◆ Reports known or suspected violations of the law or the Compliance Plan and 	

<p>makes that report in good faith with no malicious intent</p> <ul style="list-style-type: none"> ◆ Completes the Compliance annual in-service and Acknowledge form. 	
<p>Comments:</p>	
<p><u>Patient Safety Plan</u> Participates in the hospital-wide integrated, <u>Patient Safety Plan</u>, in all aspects of patient care delivery and support, in order to proactively identify, reduce and manage risk.</p> <p><u>Behaviors:</u></p> <ul style="list-style-type: none"> ◆ Participates in ongoing education activities related to Patient Safety. ◆ Participates in the design, development and implementation of risk reduction strategies. ◆ Reports unusual occurrences utilizing the appropriate documents, and refers them to Risk Management, Pharmacy, etc. ◆ Completes the Patient Safety annual In-service. 	
<p>Comments:</p>	
<p><u>Employee Safety Plan</u> Provides or facilitates in providing a clean, safe, quiet and secure workplace environment for all.</p> <p><u>Behaviors:</u></p> <ul style="list-style-type: none"> ◆ Reports any unusual/deficient workplace environment issues to your immediate supervisor, or other location as defined in Hospital and Departmental Policy and Procedures. (i.e. job-related hazards). ◆ Reports workplace injuries to immediate supervisor or the Employee Health Department. ◆ Corrects and/or reports unsafe, unsecured or unclean environment to immediate supervisor and/or Environmental Services and/or Facility Services. ◆ Disposes of hazardous chemicals or wastes according to hospital and departmental policies. (i.e., proper use of red bags and sharps disposal containers.) ◆ Keeps work area neat and organized to maintain a safe workplace environment. ◆ Completes the Environment of Care annual in-services. 	
<p>Comments:</p>	



PART IV - GOAL ACCOMPLISHMENTS AND EXPECTED GOAL ACCOMPLISHMENTS WEIGHT ASSIGNED- 20%

This part reviews the established goals for the performance appraisal period.

Defined Goal (s)	Results and Comments	Rating Points

Total Points – Goal Accomplishments	
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EXPECTED GOAL ACCOMPLISHMENTS FOR PERFORMANCE YEAR: _____

Defined Goal (s) Expected Goal (s)	Expected Outcome or Results



PART V – MANDATORY REQUIREMENTS

This part reviews the mandatory requirements/compliance reminders and development and improvement plans:

MANDATORY REQUIREMENTS/COMPLIANCE REMINDERS:

Check appropriate box (es)

In-Services	
Educational Requirements (i.e., leadership)	
TB Test and/or other Employee Health Test	
License, Registration, Certification	
Age-specific core competency compliance	
Core competencies: <ul style="list-style-type: none"> ▪ Employee will successfully demonstrate a cricothyrotomy (needle and surgical) twice yearly. ▪ Employee will successfully demonstrate pleural decompressions twice yearly. ▪ Employee will successfully demonstrate Intra Osseous Vascular Access twice yearly. ▪ Employee will be familiar with the Environment of Care and successfully pass an exam covering each topic. 	

NOTE: An Educational Resource development training course sheet displaying the above training/education should be attached to the performance appraisal.

DEVELOPMENT NEED AND IMPROVEMENT PLANS:

(Listed below is the specific agreed upon activities to improve areas of performance. Record developmental activities and action plans to further enhance the employee’s capabilities and competencies, which include: in-service, outside training and education, self-developments, etc.)

PERFORMANCE SCORE SHEET:

	A. Total Points	B. Total Possible Points	C. Total Weight Percentage (a ÷ b = c)	D. Assigned Weights Percentage	E. Total Percentage Score (c X d = e)
Part II – Job Responsibilities - Technical Competence/ Leadership Score Card	50	39	.78	.40	.312
Part III – Policy Compliance and Organizational Behavior- Customary Standards	40	29	.725	.40	.29
Part IV – Goal Accomplishments				.20	
Total Percentage Score (Total Col. E)					

Determine which merit increase range the total score from above falls into to determine employees merit increase.

TOTAL

PERCENT SCORE RANGE

MERIT INCREASE

95-100%	6.0%
85-94%	5.0%
70-84%	4.0%
55-69%	3.0%
40-54%	2.0%
25-39%	1.0%
0-24%	0.0%

MERIT INCREASE FOR THIS EVALUATION = _____

NOTE:

- ◆ **It is not necessary to complete Step V for the 90-day performance evaluations. A merit increase is not given for this evaluation.**
- ◆ **Employees must meet 50% or more of the total possible points in Part II, Part III and Part IV to receive a 4%, 5% or 6% merit increase.**
- ◆ **Vice President or above signature is required for a 4%, 5% or 6% merit increase.**

ADDITIONAL COMMENTS:

SIGNATURES:

Employee’s Signature _____ Date _____

Appraiser’s Signature _____ Date _____

Manager/Director’s Signature _____ Date: _____

*Signature signifies receipt of appraisal only, and does not indicate agreement.

EMS DRIVERS EVALUATION FORM

DATE _____ EMPLOYEE _____ FTO _____ TIME _____

LEGEND

(5) EXCELLENT (4) GOOD (3) AVERAGE (2) FAIR (1) POOR

SECTION 1 - DRIVING SKILLS

SECTION 2 - RIDE GIVING

- 1. SPEED FOR CONDITIONS _____
- 2. ACCELERATION _____
- 3. LEFT TURNS _____
- 4. RIGHT TURNS _____
- 5. FOLLOWING DISTANCES _____
- 6. ATTENTION TO ROAD _____
- 7. ATTITUDE TO OTHER VEHICLES _____
- 8. APPROACHING CURBS _____
- 9. LEAVING CURBS _____
- 10. RAILROAD CROSSINGS _____
- TOTAL OF ABOVE - _____
- ABOVE TOTAL DIVIDED BY 10 = _____

- 1. SPEED FOR CONDITIONS _____
- 2. BRAKING _____
- 3. STOPPING _____
- 4. ACCELERATION _____
- 5. LANE CHANGING _____
- 6. TURNING CORNERS _____
- 7. SMOOTH RIDE _____
- TOTAL OF ABOVE - _____
- ABOVE TOTAL DIVIDED BY 7 = _____

SECTION 3 - OBSERVATION SKILLS

SECTION 4 - EMERGENCY DRIVING

- 1. APPROACHING INTERSECTIONS _____
- 2. YIELD THE RIGHT OF WAY _____
- 3. SCANNING _____
- 4. MIRROR USAGE _____
- 5. BLIND SPOT CHECK _____
- 6. TRAFFIC SIGNALS/SIGNS _____
- 7. RED RIGHT TURNS _____
- 8. COURTESY TO OTHER DRIVERS _____
- 9. PEDESTRIANS _____
- 10. ATTENTION TO DRIVING _____
- TOTAL OF ABOVE - _____
- ABOVE TOTAL DIVIDED BY 10 = _____

- 1. DRIVES IN LEFT LANE _____
- 2. CLEARS INTERSECTIONS _____
- 3. STOPS AT RED LIGHTS _____
- 4. SPEED FOR CONDITIONS _____
- 5. PROPER USE OF LIGHTS _____
- 6. PROPER BRAKING _____
- 7. PROPER USE OF SIREN _____
- 8. SLOW FOR GREEN LIGHT _____
- 9. SPEED FOR CODE 3 _____
- TOTAL OF ABOVE - _____
- ABOVE TOTAL DIVIDED BY 9 = _____

SECTION 1 _____ SECTION 2 _____ SECTION 3 _____ SECTION 4 _____

SUM OF ABOVE SECTION SCORE AVERAGES DIVIDED BY 4 = OVERALL SCORE _____

**ADDITIONAL COMMENTS, CONCERNS,
OBSERVATIONS** _____

CHIEF / FTO _____ **EMPLOYEE SIGNATURE** _____
PERFORMANCE EVALUATION DOCUMENTATION

PERFORMANCE EVALUATION DOCUMENTATION

CHECKLIST

The Performance Evaluation Documentation Checklist ensures that all appropriate documentation is complete and attached to the performance appraisal form.

Employee Name: _____ **Department:** _____

Check off all of the appropriate performance appraisal documentation that is included with your checklist:

- Job Description/Performance Appraisal Form**
 - 90-Day Evaluation- included initial competency form
 - Annual Evaluation
- Education Resources (Staff Development) Training Sheets(s)**
Send all certificates, registrations, and memberships to this department.
- Annual Competency Worksheet (if applicable)**
- Personnel Action Form (Merit Increase or Salary Adjustments)**
Vice President or above signature is required for a 4%, 5% or 6% merit increase.
- Job Description/Performance Appraisal (Title changes/ New Positions Only)**
A new Job Description/ Performance Appraisal Form is required for all position changes.

Department Head's Signature

Date

Administrator's Signature

Date

Note: The Human Resources Department will return all paperwork if this sheet is not attached to the performance appraisal paperwork.