

PCA Performance Evaluation Rating Guide

Updates 4/2024

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MJR	4 Consistently Exceeds	3 Occasionally Exceeds	2 Meets Expectations	1 Does Not Meet Expectations
<p>Safety/Quality/Control:</p>	<p>Meet Six (6) of the following:</p> <ul style="list-style-type: none"> ○ Current Super User/Validator ○ Cleans computers/work areas each shift ○ Consistently monitors areas outside work space (kitchen/hallway/supply room) for cleanliness ○ Championing a quality initiative for work unit; ○ 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) ○ Gathers information for unit daily huddle; ○ Hand hygiene greater than or equal to 95% for work unit ○ Serves as a preceptor for a complete orientation of a new clerk ○ Consistently updates patient/family on visitation ○ Participant in unit/enterprise committee or council ○ Chair or co-chair unit/enterprise council ○ Perfect attendance (no absences) over past fiscal year ○ Advancing education ○ Serves as an Equity Ambassador for unit, clinic, division, or department ○ Leading a discussion on a DEI related topic (book or article on health equity, social justice, systemic bias, etc.) ○ Completes Harvard Implicit Association Test (IAT) modules and has 1-2 action steps to address module findings 	<p>Meet Four (4) 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 ○ 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) ○ Gathers information for daily huddle; ○ Hand hygiene greater than or equal to 90% for unit ○ Assists with orientation of new staff. ○ Occasionally updates patient/family on visitation ○ Participant in unit/nursing enterprise committee or council ○ Chair or co-chair unit/enterprise council ○ Excellent attendance (no more than than 3 absences) over past fiscal year ○ Serves as an Equity Ambassador for unit, clinic, division, or department ○ Leading a discussion on a DEI related topic (book or article on health equity, social justice, systemic bias, etc.) ○ Advancing education 	<p>Meet Seven (7) of the following:</p> <ul style="list-style-type: none"> ○ Completes all competencies by deadline and/or according to policy ○ 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 ○ Hand Hygiene 85% or greater for unit ○ Participates in daily safety huddles ○ Attends all unit 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 ○ Attends/completes nursing quarterly sessions, as required 	<ul style="list-style-type: none"> ○ If employee meets any of the criteria in the column, then their score will be a 1; ○ 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; ○ Received more than One (1) written warning, probation &/Or suspension for any reason other than attendance ○ Does not attend unit specific meetings; mandatory educational sessions; ○ 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.

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<p>Communication - Customer 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>OR</p> <p>Meets Three (3) of the following:</p> <ul style="list-style-type: none"> ○ 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 	<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>OR</p> <p>Meets Two (2) of the following:</p> <ul style="list-style-type: none"> ○ 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 	<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>OR</p> <p>Meets all of the following:</p> <ul style="list-style-type: none"> ○ 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 appropriately. ○ Meeting Unit-specific Enterprise Patient Centeredness Goal Threshold (Cascade from Leadership Goal) ○ Updates KCATS of any known admit/discharge changes ○ Demonstrate behaviors toward resolving conflict with all customers; ○ Demonstrates willingness to work effectively with colleagues at all levels to solve problems; ○ Communicates concerns, feedback and ideas to the rest of the team; 	<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>OR</p> <ul style="list-style-type: none"> ○ Received TWO (2) 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 ○ If employee meets any of the criteria in the column, then their score will be a 1;

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<p>Administrative Duties:</p>	<p>Meets Three (3) of the following:</p> <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 ○ Report inconsistency with chart maintained/EHR requirements to manager ○ Ensures nurses have obtained admit packet for all new admits to unit/floor ○ Assists staff with unit needs/stocking (filling blanket warmer, making coffee, running labs, delivering supplies directly to nurse- from tube system/materials/pharmacy, etc.) ○ When specific supplies are brought to unit, takes initiative to seek out and deliver supplies directly to nurse- from tube system/materials/pharmacy ○ Order/requests more office supplies when par is low, and follows up to ensure delivered 	<p>Meets Two (2) of the following:</p> <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 ○ Report inconsistency with chart maintained/EHR requirements to manager ○ Ensures nurses have obtained admit packet for all new admits to unit/floor ○ Assists staff with unit needs/stocking (filling blanket warmer, making coffee, running labs, etc.) ○ When specific supplies are brought to unit, takes initiative to seek out and deliver supplies directly to nurse- from tube system/materials/pharmacy ○ Order/requests more office supplies when par is low, and follows up to ensure delivered 	<ul style="list-style-type: none"> ○ Ensures all charts have correct forms/labels ○ Broken Equipment is reported and work order number is sent to manager (Fax, phone, blanket warmer, lift, scanners, etc.) ○ Ensures supplies are stocked ○ Ensures admission packets are available for new admits/makes more if needed ○ Requests medical records from outside facility per provider request ○ Completes duties assigned per area/unit specific ○ Follows procedure for follow-up appointments ○ Monitors tube system, and need for labs to be delivered, as needed ○ Stays up to date on EHR unit manager to ensure efficient patient movement ○ Making follow-up appointments, and/or include correct follow up information in discharge information 	<ul style="list-style-type: none"> ○ If employee meets any of the criteria in the column, then their score will be a 1; ○ Mislabel forms in patient chart ○ Mislabel patient chart tag ○ Inconsistent chart maintenance ○ Does not report broken equipment ○ Failure to make follow-up appointments

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<p>Confidentiality:</p>	<p>Meets Six (6) of the following:</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 ○ Monitor for unattended/logged in computers ○ Consistently maintain access for contained/specialty/high risk areas by checking for UK IDs ○ 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 take pull and work in an area other than home unit ○ 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 ○ Is flexible with scheduling to cover needs of work unit ○ 6 STARS, email recognition/get well network/thank you cards specifically; related to peer support ○ 1 STAR award related to peer support. ○ Complete a minimum of 4 WBTs from myUK learning on diversity, equity, or inclusion plus completion of SAFE Pledge commitment. 	<p>Meets Four (4) of the following:</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 ○ Monitor for unattended/logged in computers ○ Consistently maintain access for contained/specialty/high risk areas by checking for UK IDs ○ 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; ○ 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; ○ Is flexible with scheduling to cover needs of work unit; ○ 4 STARS, email recognition/get well network/thank you cards specifically related to peer support; ○ 1 STAR award related to peer support. ○ 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"> ○ Resources are used appropriately (computer, supplies, equipment, personal calls) ○ Fosters and models interdisciplinary team collaboration & cooperative relations ○ Monitors for employee ID badges ○ Keep medical records safe/secured at all times ○ No conversations about patient in hallway/public areas ○ Notify manager of concerns and any HIPPA violations ○ Ensures correct fax number is used and cover sheet is used when faxed sensitive information ○ Follows safety standards in looking up patients to ensure they are not suppressed or confidential 	<ul style="list-style-type: none"> ○ If employee meets any of the criteria in the column, then their score will be a 1; ○ Inappropriate cell phone use ○ Inappropriate internet use ○ Multiple personal calls ○ 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 ○ Probation &/or suspension related to attendance

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<p><u>Patient Movement:</u></p>	<p>Meets SIX (6) of the following:</p> <ul style="list-style-type: none"> ○ Consistently engages in transfer process (in/out of work unit) to facilitate and enhance timely transfers ○ Actively engages in opportunities to enhance throughput ○ Consistently escalates patient movement issues to charge nurse/MGR/HOA/DCN ○ Physically checks to ensure room is clean/ready once it has been marked clean in EHR unit manager ○ Takes initiative to independently order beds for empty rooms ○ Ensures patient is discharged and removed from system in timely manner ○ Consistently notifies KCATS when issues arise with assigned patients/rooms ○ Independently seeks out clinical staff to notify them when room is assigned ○ Independently ensures CMS is notified when new telemetry order is placed, or patient arrives to unit with telemetry order ○ Reviews unit manager for new or canceled sitter orders 	<p>Meets THREE (3) of the following:</p> <ul style="list-style-type: none"> ○ Actively engages in opportunities to enhance throughput ○ Occasionally escalates patient movement issues to /charge nurse/MGR/HOA/DCN ○ Physically checks to ensure room is clean/ready once it has been marked clean in EHR unit manager ○ Takes initiative to independently order beds for empty rooms ○ Ensures patient is discharged and removed from system in timely manner ○ Communicates routinely with KCATS when issues arise with assigned patients/rooms ○ Occasionally seeks out nurse to notify them when room is assigned ○ Notifies CMS when new telemetry order is placed or patient arrives to unit with telemetry order ○ Reviews unit manager for new or canceled sitter orders 	<ul style="list-style-type: none"> ○ Improves own work flow based on standard work; ○ Engages in transfer process (in/out of work unit) to facilitate timely transfers ○ Communicates admissions, discharges, transferring patients to unit staff ○ Ensures Ticket to Ride is printed when patients leave the unit ○ Stays logged into EHR at all times to ensure all movement is addressed 	<ul style="list-style-type: none"> ○ If employee meets any of the criteria in the column, then their score will be a 1; ○ Does not incorporate changes into their workflow; ○ Does not engage in transfer process (in/out of work unit) to facilitate timely transfers ○ Does not communicate admissions, discharges, transferring patients to unit staff ○ Does not provide Ticket to Ride when patients leave the unit