



quality results.
<b>3 – Fully Competent.</b> Employee successfully performs all essential job functions on a continuous basis. May occasionally exceed performance expectations. An employee who is new in a position, but who has not yet become fully competent may still be rated a “3” if they are progressing at expected levels.
<b>2 – Below Job Requirements.</b> Usually successfully performs most job functions. May occasionally not meet some performance expectations.
<b>1 – Unsatisfactory.</b> Employee may meet some requirements of the job, however, one or more primary job functions need improvement
<b>Reminder:</b> Comments must be added for each area in which the standard has been exceeded (4 & 5's) or the standard is below (2 & 1's). Performance Improvement Plans also need to be developed for standards that is below (2 & 1's). See HR for the PIP form.

<b>Duties and Responsibilities</b>					
The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned. All are essential job functions according to ADA guidelines and are listed in order of importance.					
	Evaluation				
1. Acts to facilitate interdisciplinary communication to promote continuity of care.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
2. Utilizes interpersonal skills to establish and maintain healthy interpersonal relationships with healthcare members, patients, and families.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
3. Coordinates on-going patient flow through the department ensuring efficient and effective continuity: greeting patients, scheduling and confirming appointments, updating demographics and insurance information, and answering phone calls directing them appropriately.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
4. Performs authorizations and pre-certifications.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
5. Utilizes professional and tactful communication skills to enhance department image.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
6. Utilizes advice of clinical staff to evaluate and determine priority situations.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
7. Follows prescribed procedure for the organization and	5	4	3	2	1

maintenance of patient schedules, medical record, etc. (i.e., schedule appointments, call appointment times to patients, insurance pre-certifications, maintaining and faxing copies of schedules)					
Comments: <a href="#">Click here to enter text.</a>					
8. Follows specific guidelines for the routing of reports/correspondence to designated persons for approval and/or signature.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
9. Responsible for equipment maintenance, identifying problems, and coordinating appropriate repairs.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
10. Performs miscellaneous office duties, i.e., filing and/or retrieving medical records, reports and performing secretarial duties.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
11. Adheres to and promotes the established values of the organization, i.e., customer service, safety, compliance standards and all others.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
12. Assist with clinical operations.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
13. Reviews Policy & Procedure manuals annually.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
14. Attend 75% of all department meetings.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
15. Reviews 75% of manager's meeting reports.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
16. Completes annual OSHA training.	5	4	3	2	1
Comments: <a href="#">Click here to enter text.</a>					
<a href="#">Click here to enter text.</a>	5	4	3	2	1
Comments:					

Click here to enter text.

<b>Behavior Expectations for all Employees</b>					
	Evaluation				
<b>Mission and Commitment-</b> Demonstrates commitment to DCH mission and values. Is respectful of all levels of the organization. Inclusive of diverse ideas, backgrounds, cultures.	5	4	3	2	1
Comments: Click here to enter text.					
<b>Personal Characteristics/Ethics-</b> Acts with integrity. Builds relationships on trust and respect. Holds self and others accountable; admits mistakes and learns from them.	5	4	3	2	1
Comments: Click here to enter text.					
<b>Customer/Patient Focus-</b> Makes customers/patients and their needs a primary focus. Is dedicated to meeting the expectations of internal and external customers/patients. Represents organization in a positive and professional manner. Solicits customer/patient feedback and uses it for improvement in service.	5	4	3	2	1
Comments:Click here to enter text.					
<b>Teamwork-</b> Actively participates as a team member to work toward completion of goals.	5	4	3	2	1
Comments: Click here to enter text.					
<b>Continuous Improvement-</b> Participates effectively in process improvement changes. Originates action to improve existing conditions and processes. Uses appropriate methods to identify opportunities, implement solutions, and measure impact.	5	4	3	2	1
Comments: Click here to enter text.					
<b>Excellence –</b> Demonstrates passion for excellence in day to day work activities. Delivers high quality results on time, contributes to departmental/organizational quality and / or process improvement efforts.	5	4	3	2	1
Comments: Click here to enter text.					
<b>Collaboration /Communication-</b> communicates and interacts appropriately with all personnel, is open to others' ideas and opinions, supports the department's/organization's efforts, maintains confidentiality, is viewed by others as an example of professional, considerate behavior. Maintains flexibility to adapt to different	5	4	3	2	1

methods of achieving work-related goals. Open to change.					
Comments: Click here to enter text.					
<b>Stewardship-</b> Works efficiently, utilizes all resources in a cost-effective manner, adheres to organization’s policies and procedures, actively seeks ways to reduce cost and conserve resources to improve results. Demonstrates social responsibility. Is green	5	4	3	2	1
Comments: Click here to enter text.					
<b>Orientation-</b> Assists with new employee orientation. Creates a receptive environment for new employees, making them welcome and assisting both informally and formally with new employee orientation.	5	4	3	2	1
Comments:Click here to enter text.					
<b>Dress Code-</b> Wears ID badge at all times. Follows DCH dress code policy.	5	4	3	2	1
Comments: Click here to enter text.					
<b>Attendance-</b> Maintains proper attendance- stays within attendance policy guidelines. Regular/reliable attendance is required. Demonstrates flexibility in scheduling.	5	4	3	2	1
Comments: Click here to enter text.					
<b>Safety-</b> Demonstrates safe work habits and knowledge of all related requirements and practices relative to job assignment. Completes incident reports according to policy for work-related illness or injury. Follows all established infection control practices. Assists in maintaining a safe environment at DCH. Knows emergency plans and participates in all emergency preparedness activities (including drills) in a professional and competent manner.	5	4	3	2	1
Comments: Click here to enter text.					

<b>Physical Demands/Work Environment</b>
The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).
<u>PHYSICAL ACTIVITY REQUIREMENTS:</u> (Constant = 67-100% of work day, Frequent = 34-66% of work day, Occasional 33% or less of work day.)

Constant        Reaching: Extending hand(s) and arm(s) in any direction.

Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.

Hearing: Perceiving the nature of sounds at normal range. Ability to receive detailed information through oral communication, i.e., scheduling and greeting patients.

Talking: Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers and patients accurately.

Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.

Repetitive Motions: Substantial movements (motions) of the wrists, hands, and/or fingers, i.e., typing.

Sitting: At a desk while performing receptionist duties.

Frequent        Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.

Standing: Particularly for sustained periods of time.

Grasping: Applying pressure to an object with the fingers and the palm.

Occasional     Crouching: Bending the body downward and forward by bending leg and spine.

Walking: Moving about on foot to accomplish tasks.

PHYSICAL REQUIREMENTS:

Sedentary work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

VISUAL ACUITY REQUIREMENTS:

Work involves preparation and analysis of data and use of computer terminal. Work involves visual acuity for providing computer/typewriter activities and proofreading correspondence.

INTELLECTUAL AND EMOTIONAL REQUIREMENTS:

1. Adaptability to accept responsibility for the direction, control, or planning of an activity.
2. Adaptability to situations involving the interpretation of feelings, ideas, or facts in terms of personal

viewpoint.

3. Adaptability to making generalizations, evaluations, or decisions based on sensory or judgmental criteria.
4. Adaptability to dealing with people beyond giving and receiving instructions.
5. Adaptability to performing under stress when confronted with emergency, critical, unusual, or dangerous situations; or situations in which working speed and sustained attention are make-or-break aspects of the job.
6. Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
7. Ability to maintain both a high standard of courtesy and cooperation in dealing with co-workers, patients, and visitors and satisfactory job performance despite the stress of a medical work environment.
8. Adaptability to performing repetitive work, i.e., typing, keyboard entry.
9. Adaptability to situations requiring the precise attainment of set limits, tolerances, or standards.

TOOLS/EQUIPMENT

Telephone	Computer	scanner
Fax Machine	Typewriter	
Photocopier	Printer	

Goals- mutually set between employee and leader			
		Met	Not Met
Current	1 Click here to enter text.		
	2 Click here to enter text.		
	3 Click here to enter text.		
Future	1 Click here to enter text.		
	2 Click here to enter text.		
	3 Click here to enter text.		

In signing this report the employee does not indicate agreement, but acknowledges he/she has received it. If he/she wishes to add a written statement concerning any part of the report, he/she may use the section below or attach an additional page.

I am attesting that I have reviewed the Employee Confidentiality Statement, the Standards of Conduct, and the DCH Behavioral Standards.

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Employee signature/date Department

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Manager signature/date

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Senior Team signature/date