

2011 ANNUAL PERFORMANCE APPRAISAL

Name: _____

Date: _____

JOB SPECIFIC REQUIREMENTS:

1. **Job Knowledge & Skills:** Demonstrates commitment to position and San Juan Island EMS Mission by performing job duties thoroughly and accurately. Job performance demonstrates awareness of role-played in the success of San Juan Island EMS operations and patient care excellence.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

2. **Position Competence:** Performs work that is complete and accurate relative to the job description and responsibilities. Standard of work consistently meets or exceeds clinical, technical and professional standards. Committed to excellence and self-monitors work to ensure consistency and quality outcomes.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

3. **Mission & Vision:** Understands and can discuss how their role contributes to healing and compassionate care even if not involved in direct patient care.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

4. **Critical Thinking/Judgment:** Demonstrates critical thinking skills in work performance. Makes sense of information using logical and analytical outcomes-focused thinking. Draws conclusions and acts purposefully and decisively in the best interest of San Juan Island EMS operations.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

5. **Safety:** Supports and promotes San Juan Island EMS' culture of safety including but not limited to hand washing, proper use of equipment, infection control and mandatory reporting of safety violations.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

6. **Continuous Improvement:** Employee works to maintain continued technical competency in their area of service, actively learning and acquiring new skills and techniques in the development of their role.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

7. **Job Specific Requirements:** Overall comments in relation to Job Specific Requirements.

BEHAVIORAL/INTERPERSONAL JOB REQUIREMENTS:

1. **Professionalism:** Acts as San Juan Island EMS ambassador; models and promotes a positive personal and professional image and acts as a patient and visitor advocate whenever necessary in the course of daily work.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

2. **Customer Service:** Interacts effectively, truly and clearly with patients, families, visitors and health team members. Listens and speaks authentically; displays tact and consideration with internal and external peers and customers.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

3. **Teamwork & Collaboration:** Works cooperatively with other team members and readily offers assistance and support when needed. Treats fellow caregivers with dignity, value and respect.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

4. **Behavioral/Interpersonal Job Requirements:** Overall comments in relation to Behavioral/Interpersonal Job requirements.

OTHER JOB REQUIREMENTS:

1. **San Juan Island EMS Policy:** Adheres to San Juan Island EMS policies. Reads job-required memos and emails. Attends and participates in staff meetings, training and appropriately applies the information to the work.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

2. **Growth:** Employee plays an important role in helping to bring positive changes and improvements to the work in the department.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

3. **San Juan Island EMS Attendance Policy:** Adheres to San Juan Island EMS' Attendance policy, is punctual, arrives to work on time and takes meal and rest breaks as defined by policy and applicable law.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

4. **Time Management:** Manages time well and is able to finish work in a timely manner.

Exceeds Expectations **Fully Meets Expectations** **Needs Development** **Does Not Meet**

5. **Other Job Requirements:** Overall comments in relation to Other Job Requirements:

6. Have ALL mandatory training requirements been completed?

YES **NO**

PEER CUSTOMER FEEDBACK:

Strengths: What does this volunteer/employee do well?

Improvement: What are some things that this volunteer/employee could work to improve?

SCORING DEFINITIONS:

Exceeds Expectations: Performance consistently exceeds requirements, reaching a level only found in a small percentage of employees. Initiates and/or volunteers for duties or projects; self-directed and carries out job functions at a very high quality level. Achievements are well beyond those expected at this level.

Fully Meets Expectations: Performance fully and satisfactorily meets job requirements on a consistent basis. Performs work consistently in a timely manner. Requires only minimal supervision/direction.

Needs Development: Performance does not consistently demonstrate competence or job requirement. Competency is not presently an area of strength and should be a priority for development.

Does Not Meet: Performance below minimal acceptable standards- quality of work is below that expected at this level. Immediate and sustained improvement required. (Manager would initiate a performance improvement or corrective action plan for this competency if not in place already).

If three or more responses are “Does Not Meet” the overall score will be “Does Not Meet” regardless of the responses to other questions.

If the response to question, “Have ALL mandatory training requirements been completed?” is “No” the overall score will be “Does Not Meet” regardless of the responses to other questions.

SCORING:

Exceeds Expectations = 4 points

Fully Meets Expectations = 3 points

Needs Development = 2 points

Does Not Meet Expectations = 1 point

TOTAL POINTS:

48-52 = Exceeds Expectations

36-47 = Fully Meets
Expectations

23-35 = Needs Development

0-22 = Does Not Meet
Expectations