

**UCF Student Health Services
In-Unit Faculty Annual Evaluation Standards & Procedures**

Name_____ Employee ID_____ Appraisal period from _____ to _____

The job performance of an **In-Unit Faculty** member is to be reviewed annually on an academic year basis to ensure attainment of professional and division goals and objectives, to enhance communications, and to facilitate and promote career growth and development. Evaluations are to be performed in accordance with the BOT-UFF Collective Bargaining Agreement.

The following are the top three goals from your previous annual performance review.

Goal I: _____ **Performance Factor(s) #**_____

Comments:

Goal I: ___ **Achieved** ___ **Not Achieved** ___ **In Progress**

Goal II :

Performance Factor(s) #_____

Comments:

Goal II : ___ Achieved ___ Not Achieved ___ In Progress

Goal III:

Performance Factor(s) #_____

Comments:

Goal III: ___ Achieved ___ Not Achieved ___ In Progress

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LEGEND

O=Outstanding

AS=Above Satisfactory

S=Satisfactory

C=Conditional

U=Unsatisfactory

***In order to receive an “AS” the employee must perform at the “S” level and “AS” level. In order to receive an “O” the employee must perform at the “S”, “AS”, and “O” level.**

<p>1. <u>Standards of Care</u></p>	<p><u>Rating:</u></p> <p><u>Definitions:</u></p> <p><u>Evidence Based Medicine:</u> standards of care as defined by major society guidelines, USPSTF, Choosing Wisely and Up-to-date.</p> <p><u>Medical Merit:</u> (for patient complaints) a medical decision which does not conform to community standards of care as determined by at least 2 medical professionals.</p> <p>O: Consistently (>80%) uses the best evidence based medicine / evidence based treatment to accomplish goals when a clear standard exists. Additionally, provides written documentation which is consistent with clear standards. Follows community standards of care. Shares newly acquired skills and knowledge with others. No patient complaints with medical merit.</p> <p>AS: Recognizes benefit of evidence based guidelines / evidence based treatment and incorporates them into management of patients in most (>60%) cases. Acquires additional skills to improve quality of care. Rare (0-1 per year) patient complaints with medical merit.</p> <p>S: Appropriate evaluation of patients with respect to evidence based medicine / evidence based treatment and community standards of care. Refers appropriately for specialty care, emergency care or hospitalization. Infrequent (2 or fewer per year) patient complaints with medical merit.</p> <p>C: Fails to use evidence based medicine / evidence based treatment and community standards of care. Recurrent patient complaints with medical merit and recommendations for remedial education or training.</p> <p>U: Despite educational opportunities, consistently fails to comply with evidence based guidelines / evidence based treatment and community standards of care.</p>
	<p><u>Rating:</u></p>

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<p>2. <u>Judgment/ Problem Solving</u></p>	<p>O: Exhibits excellent judgment and high ethical standards even in the most difficult/challenging situations. The provider serves as an example from which co-workers learn. Actively seeks feedback from peers and patients to further their decision making skills. AS: Exhibits very good judgment in all areas of work and excels in challenging situations. Maintains high ethical standards and continually seeks knowledge to improve skills. S: Exhibits good judgment in both clinical and administrative duties. The provider exhibits appropriate ethical standards in decision making. C: Usually exhibits good judgment with some difficulty in challenging situations. Usually practices with respect to ethical standards U: Significant difficulty with sound judgment and/or maintaining ethical standards in multiple situations.</p>
<p>3. <u>Patient-Centered Care</u></p>	<p><u>Rating:</u></p> <p>O: Excellent communication with patients with clear answers to questions. Excellent feedback from patients. Treats patients in a respectful and culturally appropriate manner. Very frequently encourages and educates patients to fully participate in their care. AS: Very good communication with patients with clear answers to questions. Excellent or above average feedback from patients. Treats patients in a respectful and culturally appropriate manner. Often encourages and educates patients to fully participate in their care. S: Patient feedback reflects that the provider shows respect and is responsive to patient values. Educates patients to participate in their care. C: Repeated patient complaints regarding poor communication, insensitivity and / or lack of respect. Patient feedback indicate that patients are dissatisfied with care. U: Persistent patient complaints of poor communication and lack of sensitivity or respect despite counseling and opportunities for improvement.</p>
<p>4. <u>Peer Review</u></p>	<p><u>Rating:</u></p> <p>O: Contributes to policy and procedure development which improves the compliance of peer review topics. Consistently meets standards with respect to peer review. AS: Participates in Peer Review process and/ or contributes to educational efforts to raise standards of practice for institution. Takes initiative to improve personal practice through further education when recommended by peers after peer review process. S: Infrequent patient complaints with resultant Peer Review recommendations for remedial education. Adapts to recommended changes in personal practice following peer review. C: Recurrent patient complaints with resultant Peer Review recommendations for remedial education or training. Does not change practice as recommended by Peer Review. U: Despite remedial education, continues with substandard care resulting in Peer Review and further remedial education or training.</p>
<p>5.</p>	<p><u>Rating:</u></p>

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<p><u>Professional Growth & Development</u></p>	<p>O: Shows interest in growth and development, examples include: Chairperson of a committee; Authors and presents more than one medical discussion; Leads group learning scenarios/drills; Guest lecturer/presenter at professional organization(s) / UCF campus ; Sought out by peers for educational expertise/experience.</p> <p>AS: Membership in multiple committees; Presents at least one clinical discussion; Membership in multiple professional organizations which enhances profession; Mentors peers/students for professional and educational growth.</p> <p>S: Participates on a committee; Regular attendance at required monthly staff meetings and continuing medical education presentations; Active participation in group learning; Participates in Health Services drills as required.</p> <p>C: Irregular participation on committee; Irregular unexcused attendance at required monthly staff meetings and continuing medical education presentations; Non-participation in group learning scenarios (drills/codes).</p> <p>U: Does not participate on assigned committee; Does not attend required monthly staff meetings or continuing medical education programs; Fails to meet annual continuing medical education requirements; Refuses to participate in any group learning activity.</p>
<p>6. <u>Time Management and Efficiency</u></p>	<p>Rating:</p> <p>O: Has excellent time management skills and prioritizes tasks in order of importance. Is able to efficiently multi-task. Contributes new methods to improve efficiency throughout the department. Signs off on majority of task notifications promptly within 24 hours. Promptly communicates all pertinent results with patients. Often offers to assist co-workers when needed.</p> <p>A: Very good time management skills. Completes daily tasks in a timely manner & prioritizes daily tasks. Signs off on majority of task notifications within 72 hours. Communicates all pertinent results with patients in a timely fashion. Offers to assist co-workers when needed.</p> <p>S: Good time management skills. Is able to complete necessary tasks in a reasonable amount of time. Majority of task notifications signed off within 5 days. Communicates results to patients in a timely manner. Is able to prioritize multiple tasks for completion.</p> <p>C: Below average time management skills. Has difficulty completing assigned tasks on time. Majority of task notifications are signed off within one week. Often fails to communicate results to patients in a timely fashion. Frequently does not respond to patient requests for communication of information.</p> <p>U: Unable to complete or prioritize daily tasks, which in turn may potentially place patient care & safety at risk. Persistently fails to communicate results to patients or respond to patient requests for communication of information. Takes longer than 1 week to sign off on task notifications.</p>
<p>7. <u>Dependability and Attendance</u></p>	<p>Rating:</p> <p>O: Consistently arrives at work on time and ready to begin patient care or administrative duties ahead of schedule. Always attends required and optional department/staff meetings. Always completes time sheet clearly and accurately, and submits it to supervisor on time. Volunteers to work in after-hours clinic, weekend hours, and/or satellite clinics (COM & Downtown Clinic). Regularly garners increasing levels of responsibility within a department. Works autonomously and requires minimal supervision. Follows through with commitments. Submits requests for time off well in advance and always assigns appropriate coverage while out of the office.</p> <p>AS: Arrives at work on time. Attends required and optional department/staff meetings. Documents time sheet accurately and clearly, and submits it to supervisor in a timely fashion. Willing to work in after-hours clinic, weekend hours, and/or satellite clinics (COM & Downtown Clinic) when requested. Requests supervisor input/feedback appropriately. Submits requests for</p>

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	<p>time off in advance and finds appropriate coverage while out of the office. Remains in the office until their last patient has departed the pod.</p> <p>S: Typically arrives at work on time and is able to begin assigned duties without delay. Attends required and optional department/staff meetings. Turns in an accurate time sheet to supervisor in a timely manner. Follows all leave policies. Works as needed in after-hours clinic, weekend hours, and/or satellite clinics (COM & Downtown Clinic) when requested. Remains in the office until patient care is complete and last patient has departed pod. Requests supervisor input/feedback appropriately.</p> <p>C: Late to work on multiple occasions, sometimes causing a delay in the start of patient care or administrative duties. Rarely attends scheduled meetings and/or is often late to meetings. Occasionally fails to seek proper prior approval for leave. Needs to be prompted to turn in time sheet often. Often requires supervisor input/feedback in order to appropriately complete tasks. Resists working in after-hours clinic, weekend hours, and/or satellite clinics (COM & Downtown Clinic) when asked.</p> <p>U: Always late to work often resulting in patient care or administrative work to be negatively impacted. Does not attend required meetings. Time sheet consistently late and/or inaccurate. Takes leave without proper approval. Fails to assign proper coverage when out of the office. Unable to complete tasks without direct supervision. Consistently leaves the office early, negatively affecting patient care. Refuses to work in after-hours clinic, weekend hours, and/or satellite clinics (COM & Downtown Clinic) when asked.</p>
<p>8. <u>Adaptability To Change</u></p>	<p><u>Rating:</u></p> <p>O: Embraces change(s) with enthusiasm and views change(s) as an opportunity for improvement (Changes could include: changes in personnel, policy or work flow). At times of change, contributes innovative and creative ideas. Quickly learns to work with new technologies and uses the new technology to improve work flow and patient care (Examples: Microsoft, EMR products, and medical equipment). Changes are easily incorporated into work flow without negatively impacting work quality. Remains poised, calm and ready to make well thought out decision (s) promptly when faced with an unexpected challenge. Is cooperative and helpful when transitioning into a new work flow. Seeks out cross-training.</p> <p>AS: Welcomes changes and utilizes these changes to improve performance. Rapidly learns to work with new technologies and utilizes the new technology to institute some improvement in patient care. Demonstrates flexibility and adaptability to changes in work environment without major setbacks. Helps others as needed to adapt to new policies and work flow. Seeks out cross-training and is resourceful.</p> <p>S: Accepts changes with a positive attitude and adapts performance to accommodate these changes. Learns to work with new technologies in a reasonable amount of time. Is able to change work flow in order to incorporate the new technology. Easily adapts to changes in work environment. Open to cross-training.</p> <p>C: Is unwilling to accept changes or accepts changes with significant difficulty. Struggles to learn & adapt to new technologies. Often has difficulty adapting to changes in work environment and as a result performance is impacted in negative manner.</p> <p>U: Repeatedly refuses to accept changes. Lacks flexibility and is unwilling to adapt to change, as a result work flow is negatively impacted. Is repeatedly unwilling to learn or adapt to new technologies. Failure to comply with changes may potentially impact patient care in a negative manner. Refuses to listen to alternative ideas.</p>
<p>9.</p>	<p><u>Rating:</u></p>

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<p><u>Contributions to the UCF Community</u></p>	<p>O: Leads collaborative program(s) which impact UCF and enhances the value of Student Health Services at UCF (examples: Athletics, Emergency Operations, Eating Disorder committees, UF PA program, International Health, Substance Abuse, Student of Concern).</p> <p>AS: Works with collaborative program which impacts UCF and enhances the value of Health Services at UCF (examples: participates with VARC; serves as a preceptor for PA students and supervises student intern training).</p> <p>S: Contributes to a program which provides education or service to the broader UCF community (examples: writes blog, gives community talk, participates in tabling event).</p> <p>C: Failed to participate in a UCF community program mutually agreed upon with supervisor.</p> <p>U: Repeatedly fails to participate in a UCF community program mutually agreed upon with supervisor.</p>
<p>10. <u>Stewardship and Financial Responsibility</u></p>	<p><u>Rating:</u></p> <p>O: Provider is a responsible steward of the financial resources of both the health center and patient actively identifying or suggesting solutions (i.e. UCF Programs or Community resources). Is aware of patients' financial resources/limitations when referring to AOD support programs/services, ordering tests and medications. Provider is accurate at proper coding for level of visit and for chargeable procedures as per business reimbursements.</p> <p>AS: Provider is a very good steward of the financial resources of the health center. Provider routinely considers patients' finances when ordering tests and medications. Provider is accurate at coding with minimal errors for level of visit and for chargeable procedures and referrals.</p> <p>S: Provider routinely codes consistently for chargeable procedures. Provider is aware of fiscal responsibility of health center and strives to perform in a manner consistent with needs of health center (For example: no misuse of office and technological resources, does not misuse scheduling time or internal resources).</p> <p>C: Provider frequently codes inaccurately for visits or fails to code for chargeable procedures. Provider frequently does not consider patients' finances during patient care. Provider is a poor steward of health center resources.</p> <p>U: Provider consistently fails to code visits accurately despite counseling by supervisor and usually fails to code for chargeable procedures. Provider is persistently inconsiderate of patients' finances during patient care. Provider fails to consider fiscal needs of health center.</p>
<p>11. <u>Relationships / Communication / Inclusivity</u></p>	<p><u>Rating:</u></p> <p>O: Excels in proper communication (written/verbal) within Student Health Services and the UCF community; Sought out as a team builder among supervisors/peers (Special projects), Inspires departmental cooperation, patient flow, and business operations within respective pods. Strong staff mentor for new personnel or initiatives.</p> <p>AS: Clear, effective communicator (written/verbal), adhering to the proper chain of command; Facilitates communication with new initiatives (i.e. CAPS, VARC, Athletics); Involved with university organizations supporting professional, ethnic and cultural diversity.</p> <p>S: Effective communicator (written/verbally) utilizing proper routes of communication; Values differences as strengths and supports cultural and ethnic diversity; Fosters atmosphere of acceptance/inclusion per UCF EEO policies; Proper chain of command is followed to communicate issues; No frequent patient communication issues.</p> <p>C: Inconsistent communication skills (written/verbal); Not in compliance with the Patient's Rights and Responsibilities; Lack of adherence to HS policies and goals; Does not always follow proper chain of command when communicating concerns; Poor inter-personal skills with co-workers.</p>

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	<p>U: Ineffective communicator (written/verbal); Creates problems for peers and supervisors affecting good order and discipline within Health Services; Fails to value differences from cultural or ethnic diversity and not in accordance with UCF EEO policies; Is unaware of proper chain of command.</p>
<p>Suggested Areas of Improvement</p>	<ol style="list-style-type: none"> 1. 2. 3.

<p>Future Goals and Expectations</p>	<ol style="list-style-type: none"> 1. Performance Factor(s) _____ 2. Performance Factor(s) _____ 3. Performance Factor(s) _____
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Overall Performance Evaluation

___ Outstanding: Performance is at least satisfactory or above in all areas and outstanding in at least 6 areas.

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- ___ Above Satisfactory: Performance is at least satisfactory or above in all areas and above satisfactory in at least 6 areas.
- ___ Satisfactory: Performance is at least satisfactory in all areas with the exception of one conditional.
- ___ Conditional: Performance is below the satisfactory level defined as receiving conditional in two or more areas.
- ___ Unsatisfactory: Performance is below the satisfactory level defined as receiving unsatisfactory in two or more areas.

Employee Comments: _____

I certify this performance review has been discussed with me.

Provider Signature

Date

Supervisor Signature

Date

SHS Associate Vice President Signature

Date

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