

**Student Development and Enrollment Services  
In-Unit Faculty Annual Evaluation Standards & Procedures  
Health Services**

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 objective, 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.**

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**Goal I:** \_\_\_\_\_ **Performance Factor(s) #** \_\_\_\_\_

**Comments:**

**Goal I:**     \_\_\_ **Achieved**        \_\_\_ **Not Achieved**        \_\_\_ **In Progress**

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**Goal II :**

**Performance Factor(s) #\_\_\_\_\_**

**Comments:**

**Goal II :    \_\_\_    Achieved    \_\_\_    Not Achieved    \_\_\_ In Progress**

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**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><b>1.</b> <b><u>Standards of Care</u></b></p>	<p><b><u>Rating:</u></b></p> <p><b>O:</b> Always uses the best therapeutic procedures to accomplish goals based upon a thorough understanding of evidence based treatment and community standards of care. Shares newly acquired skills with others.</p> <p><b>AS:</b> Recognizes benefit of evidence based guidelines and incorporates them into management of patients. Acquires additional skills to improve quality of care.</p> <p><b>S:</b> Appropriate evaluation of patients with respect to evidence based medicine and community standards of care. Refers appropriately for specialty care, emergency care or hospitalization. Mid-level providers seek physician supervision appropriately</p> <p><b>C:</b> Fails to use evidence based medicine and community standards of care.</p> <p><b>U:</b> Despite educational opportunities, consistently fails to comply with evidence based guidelines and community standards of care. Must conform with these standards within 3 months.</p>
<p><b>2.</b> <b><u>Judgment/ Problem Solving</u></b></p>	<p><b><u>Rating:</u></b></p> <p><b>O:</b> Exhibits good judgment making skills 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.</p> <p><b>AS:</b> Exhibits good judgment in all areas of work and excels in challenging situations. Maintains high ethical standards and</p>

	<p>continually seeks the knowledge to improve skills.</p> <p><b>S:</b> Exhibits good judgment in both clinical and administrative duties. The provider exhibits appropriate ethical standards in decision making.</p> <p><b>C:</b> Usually exhibits good judgment with some difficulty in challenging situations. Usually practices with respect to ethical standards</p> <p><b>U:</b> Significant difficulty with sound judgment and/or maintaining ethical standards in multiple situations. Must conform with these standards within 3 months.</p>
<p><b>3.</b> <b><u>Patient-Centered Care</u></b></p>	<p><b>Rating:</b></p> <p><b>O:</b> Excellent communication with patients with clear answers to questions. Excellent patient comments on surveys and comment cards. Treats patients in a respectful and culturally appropriate manner. Encourages and educates patients to fully participate in their therapy. Excels at satisfying individual needs of all patients.</p> <p><b>AS: Most</b> patient comments on surveys and comment cards indicate that the provider makes an effort to communicate clearly with all patients in a culturally sensitive fashion.</p> <p><b>S: Some</b> patient comments on surveys and comment cards reflect that the provider shows respect and is responsive to patient values.</p> <p><b>C:</b> Repeated patient complaints regarding poor communication, insensitivity and lack of respect.</p> <p><b>U:</b> Persistent patient complaints of poor communication and lack of sensitivity or respect despite counseling and opportunities for improvement.. Must conform with these standards within 3 months.</p>
<p><b>4.</b> <b><u>Peer Review</u></b></p>	<p><b>Rating:</b></p> <p><b>O: Satisfies Satisfactory and Above Satisfactory rating.</b> Helps create/contributes to policy and procedure which reduces the non-compliance of peer review topics. Outstanding performance with respect to peer review.</p> <p><b>AS: Satisfies Satisfactory rating.</b> No patient complaints with resultant Peer Review. Participates in Peer Review process and/or contributes to educational efforts to raise standards of practice for institution.</p> <p><b>S:</b> Infrequent patient complaints with resultant Peer Review recommendations for remedial education.</p> <p><b>C:</b> Recurrent patient complaints with resultant Peer Review recommendations for remedial education or training.</p> <p><b>U:</b> Despite remedial education, continues with substandard care resulting in Peer Review and further remedial education or training. Must conform with these standards within 3 months.</p>
<p><b>5.</b> <b><u>Professional Growth &amp; Development</u></b></p>	<p><b>Rating:</b></p> <p><b>O:</b> 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 ; Actively sought out by peers for educational expertise/experience</p> <p><b>AS:</b> Membership in multiple committees; Presents at least one medical discussion; Membership in multiple professional organizations which enhances profession; Mentors peers/students (Med/PA/NP/Pharmacy) for professional and educational growth</p> <p><b>S:</b> Actively 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><b>C:</b> 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><b>U:</b> Does not participate on assigned committee; Does not attend required monthly staff meetings or continuing medical</p>

	education programs; Fails to meet annual continuing medical education requirements; Refuses to participate in any group learning activity Must conform with these standards within 3 months.
<b>6.</b> <b><u>Time Management and Efficiency</u></b>	<p><b>Rating:</b></p> <p><b>O:</b> Has very good time management skills and brings forth new methods to improve efficiency throughout the department. Rarely falls behind in daily work schedule. Signs off task notifications promptly. Consistently communicates all pertinent results with patients in a timely fashion. Regularly offers to assist co-workers when needed.</p> <p><b>A:</b> Very good time management skills. These include: consistently completes daily tasks in a timely manner with great consideration to the priority of the tasks; signs off task notifications promptly; consistently communicates all pertinent results with patients in a timely fashion. Offers to assist co-workers when needed.</p> <p><b>S:</b> Good time management skills. These include: consistently able to complete necessary tasks in a timely and efficient manner; task notifications signed off within one week; communicates results to patients in a timely fashion; provider prioritizes multiple tasks for completion.</p> <p><b>C:</b> Poor time management skills. These include: usually able to complete assigned tasks, but often with difficulty; task notifications frequently not completed within one week; does not communicate abnormal results to patient in a timely fashion; does not respond to patient requests for communication of information.</p> <p><b>U:</b> Unable to complete or prioritize daily tasks. Significantly poor time management which is substandard and may place patient care at risk. This would include pervasive and/or persistent lack of communication of results to patients or response to patient requests for communication of information. Must conform with these standards within 3 months.</p>
<b>7.</b> <b><u>Dependability and Attendance</u></b>	<p><b>Rating:</b></p> <p><b>O:</b> Provider consistently arrives at work prior to scheduled time ready to begin patient care or administrative work ahead of schedule. Always attends required and optional office meetings. Consistently completes time sheet clearly and accurately and submits it to supervisor early. Volunteers to assist outside scheduled hours which positively impact the department.</p> <p><b>AS:</b> Consistently arrives at work and meetings prior to scheduled start time. Consistently documents time sheet accurately and clearly and submits it in a timely fashion. Seeks appropriate approval prior to leave. Volunteers their time after hours if needed. Always remains in the office until their last patient has departed the pod.</p> <p><b>S:</b> Typically arrives at work and required meetings on time and able to begin assigned duties without delay. Turns in an accurate time sheet in a timely manner. Follows all leave policies. Remains in the office until patient care is complete and patient has departed the pod.</p> <p><b>C:</b> Late to work on multiple occasions, sometimes causing a delay in the start of patient care or administrative duties. Rarely attends scheduled meetings or is late to meetings. Occasionally fails to seek prior approval for leave. Consistently needs to be prompted to turn in time sheet.</p> <p><b>U:</b> Consistently late to work often causing 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. Consistently leaves the office early, negatively affecting patient care. Must conform with these standards within 3 months.</p>
<b>8.</b> <b><u>Adaptability To Change</u></b>	<p><b>Rating:</b></p> <p><b>O:</b> Embraces changes with enthusiasm and views change as an opportunity for improvement. (Changes could include: changes in personnel, policy or workflow) At times of change, comes up with unique and creative ideas. Quickly learns to work with new technologies and uses the new technology to improve workflow and patient care. (Examples: Microsoft, EMR products and</p>

	<p>medical equipment)</p> <p><b>AS:</b> Embraces change with enthusiasm and improves performance with these changes. Quickly learns to work with new technologies and works with the new technology to institute some improvement in patient care.</p> <p><b>S:</b> Embraces changes with positive attitude and adapts performance to accept these changes. Learns to work with new technologies and is able to change workflow to accommodate the new technology.</p> <p><b>C:</b> Is unwilling to accept changes or accepts changes with significant difficulty. Is unable to adapt to new technology or adapts only with great difficulty.</p> <p><b>U:</b> Repeatedly refuses to accept changes. Provider is repeatedly unwilling to adapt to new technology. Must conform with these standards within 3 months.</p>
<p><b>9.</b> <b><u>Contributions to the UCF Community</u></b></p>	<p><b>Rating:</b></p> <p><b>O:</b> Leads collaborative program which positively impacts UCF and enhances the value of Health Services at UCF (examples: SNAP, Type1, Athletics, Eating Disorder committees, UF PA program).</p> <p><b>AS:</b> Works with collaborative program which positively impacts UCF and enhances the value of Health Services at UCF (examples: participates on Eating Disorder or Type 1 committees; preceptor for COM or CON student training).</p> <p><b>S:</b> 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><b>C:</b> Fails to participate in a UCF community program mutually agreed upon with supervisor.</p> <p><b>U:</b> Repeatedly fails to participate in a UCF community program mutually agreed upon with supervisor. Must conform with these standards within 3 months.</p>
<p><b>10.</b> <b><u>Stewardship and Financial Responsibility</u></b></p>	<p><b>Rating:</b></p> <p><b>O:</b> Provider is a very good steward of the financial resources of the health center and the patient and actively shows awareness of these needs. Provider is very conscientious of patients' financial resources when ordering tests and medications. Provider is extremely accurate at coding for level of visit and for chargeable procedures. (For example: laceration repair, incision and drainage, biopsy)</p> <p><b>AS:</b> 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 very accurate at coding for level of visit and for chargeable procedures.</p> <p><b>S:</b> Provider routinely codes accurately for visits and codes fairly consistently for chargeable procedures. Provider usually considers patients' finances during care. 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).</p> <p><b>C:</b> 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><b>U:</b> 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. Must conform with these standards within 3 months.</p>

<p><b>11.</b> <b><u>Relationships /</u></b> <b><u>Communication /</u></b> <b><u>Inclusivity</u></b></p>	<p><b>Rating:</b>  <b>O:</b> Excels in proper communication (written/verbal) within 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  <b>AS:</b> Clear, effective communicator (written/verbal), adhering to the proper chain of command; Actively volunteers to lead new initiatives; Involved with university organizations supporting professional, ethnic and cultural diversity  <b>S:</b> 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  <b>C:</b> Inconsistent communication skills (written/verbal); Not in compliance with the Patient’s Rights and Responsibilities; Lack of adherence to HS policies and goals; Performs poorly in stressful situations; Does not always follow proper chain of command when communicating concerns; Poor inter-personal skills with co-workers  <b>U:</b> 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 Must conform with these standards within 3 months.</p>
<p><b>Suggested Areas of Improvement</b></p>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>

<b>Future Goals and Expectations</b>	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.
- 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:** \_\_\_\_\_  
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\_\_\_\_\_

**I certify this performance review has been discussed with me.**

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**Provider Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Supervisor Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

**SDES AVP Signature**

\_\_\_\_\_

**Date**