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|  | Employee evaluation & wage review |  |  |
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| Employee |  |  |  | Date |
|  |  |  |  |  |
| Title |  | Time in present position |  | Date of last review |
|  |  |  |  |  |  |  |  |  |
| Attendance |  | Tardies |  | Unexcused |  | Excused |  | Holiday |
|  |  |  |  |  |  |
| Scoring |

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 |  | EXCEEDS71-90 | MEETS41-70 | NEEDS IMPROVEMENT0-40 |
|  |
| GENERAL | Exceeds | Meets | N.I. |
| **1. Accountability** - Accepts responsibility for actions, answerable to consequences**2. Punctuality & attendance** - Is rarely absent, arrives punctually, works required hours**3. Cooperation** -- Has ability to get along with colleagues and management**4. Attitude/respectfulness** - Shows initiative, optimism and politeness**5. Accepts criticism** - Has ability to learn from suggestions and change behaviour**6. Flexibility** - Has capacity to respond to changing situations and expectations**7. Policy & procedures** - Follows organisation’s policies and procedures**8. Completion of assignments** - Successfully completes tasks and meets all deadlines**9. Patient interaction** - Ensures high-quality care, respects patients’ dignity and confidentiality**10. Quality of work** - Is thorough, accurate and neat in work**11. Willingness to develop skills** - Desires to take on challenges and learn new techniques**12. Communication skills** - Conveys information effectively and efficiently**13. Organisational skills** - Has capacity to stay on track and use time effectively**14. Confidentiality** - Does not discuss internal events with colleagues**15. Appearance/dress code** - Demonstrates a professional and well-kept appearance**16. Appearance of work area** - Keeps work area neat and orderly**17. Conflict resolution** - Seeks constructive approaches to resolving workplace issues**18. Safety** - Contributes to a safe and secure environment by following established procedures | 333333333333333333 | 222222222222222222 | 111111111111111111 |

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|  | Employee evaluation & wage review |  |  |
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| **19. Job knowledge** - Demonstrates working knowledge of procedures and health**20. OSHA & HIPPA compliance** - Understands regulations and performs tasks appropriately**21. Expense management** - Operates and uses supplies to maximise cost efficiency**22. Inventory** - Has ability to keep a well-recorded stock of items used and needed**23. Availability** - Is available to work any shift as needed by the practice | 33333 | 22222 | 11111 |
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| TOTAL SCORE GENERAL (MAXIMUM 69) |  |
|  |  |  |  |
| FRONT OFFICE | Exceeds | Meets | N.I. |
| **24. Scheduling** - Maximises production by scheduling appointments**25. Computer skills** - Effectively navigates all computer programs necessary to complete tasks**26. Telephone manners** - Sounds professional and successfully uses supplied scripts/techniques**27. Case presentation** - Has capacity to accurately prepare and effectively present quotes**28. Patient flow** - Has ability to keep schedule on time and limit patient waiting times**29. Insurance/EOBs** - Has capacity to read, understand and process insurance breakdowns and EOBs**30. Office tidiness** - Keeps waiting rooms, toilets and break room cleaned and stocked | 3333333 | 2222222 | 1111111 |
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| TOTAL SCORE FRONT OFFICE (MAXIMUM 21) |  |
|  |  |  |  |
| BACK OFFICE | Exceeds | Meets | N.I. |
| **31. Clinical skills & duties** - Has mastery of clinical procedures and daily maintenance duties**32. Patient preparation** - Prepares instruments and room, obtains tests, gains written consent**33. Chairside manner/gentleness** - Performs procedures with minimum discomfort to patients**34. Patient treatment** - Has ability to accurately complete test results and necessary treatment**35. Charting accuracy** - Has capacity to chart from dictation and complete procedure notes**36. Patient dismissal** - Provides post-op instructions, hands patient to front, sterilises room/supplies**37. Lab** - Completes cases with accuracy and urgency, does not leave cases unmarked or unfinished | 3333333 | 2222222 | 1111111 |
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| TOTAL SCORE BACK OFFICE (MAXIMUM 21) |  |
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| TOTAL OVERALL SCORE (MAXIMUM 90) |  |

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|  | Employee evaluation & wage review |  |  |
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| Employer’s remarks & recommendations |
|  |
| Specific development plan/goals |
|  |
| Employee’s comments |
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|  |
| SALARY REVIEW |
|  |  |  |
| Current wage per hour |  |  | New wage per hour |  |
|  |  |  |  |  |
|  |  |  |
| Employer signature |  | Date |
|  |  |  |
| Employee signature |  | Date |

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