|  |  |  |  |
| --- | --- | --- | --- |
|  | Employee evaluation & wage review |  |  |
|  |  | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | | | | | | | | | | | | |  |  | | | | | | Employee | | | | | | |  |  | | | | |  | Date | | | | | |  | | |  |  | | | | | | |  |  | | | | | | | | Title | | |  | Time in present position | | | | | | |  | Date of last review | | | | | | | |  |  |  | | |  |  | | |  |  | | | | |  |  | | | | Attendance |  | Tardies | | |  | Unexcused | | |  | Excused | | | | |  | Holiday | | | |  |  | | | |  |  | | | |  | | | | |  | | | | | Scoring | |  | | --- | |  | | | | |  | EXCEEDS 71-90 | | | | MEETS 41-70 | | | | | NEEDS IMPROVEMENT 0-40 | | | | |  | | | | | | | | | | | | | | | | | | | | 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 | | | | | | | | | | | | | | 3  3  3  3  3  3  3  3  3  3  3  3  3  3  3  3  3  3 | | | 2  2  2  2  2  2  2  2  2  2  2  2  2  2  2  2  2  2 | 1  1  1  1  1  1  1  1  1  1  1  1  1  1  1  1  1  1 | | |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Employee evaluation & wage review |  |  |
|  |  | |  |
|  | |  |  |  |  | | --- | --- | --- | --- | | **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 | 3  3  3  3  3 | 2  2  2  2  2 | 1  1  1  1  1 | |  |  |  |  | | 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 | 3  3  3  3  3  3  3 | 2  2  2  2  2  2  2 | 1  1  1  1  1  1  1 | |  |  |  |  | | 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 | 3  3  3  3  3  3  3 | 2  2  2  2  2  2  2 | 1  1  1  1  1  1  1 | |  |  |  |  | | TOTAL SCORE BACK OFFICE (MAXIMUM 21) |  | | | |  |  |  |  | | TOTAL OVERALL SCORE (MAXIMUM 90) |  | | | | |  |

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