

# Provider Appraisal PHC

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Employee: \_\_\_\_\_ Hire Date: \_\_\_\_\_  
Evaluated By: \_\_\_\_\_ Date of Evaluation: \_\_\_\_\_  
Job Title: \_\_\_\_\_ For the Period: \_\_\_\_\_

Overall Rating: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Evaluating Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee signature does not imply agreement. It indicates that the employee has had an evaluation discussion and received a copy of the completed form.

## **RATING DEFINITIONS:** (unless otherwise defined)

**EXCEEDS REQUIREMENTS:** Consistently exceeds the requirements 75% or more of the time. Recognized as a leader and demonstrates exceptional knowledge.

**FULLY MEETS REQUIREMENTS:** Incumbent is valued and an able performer achieving results. Minimal supervision is required. Meets requirements at least 50% of the time.

**NEEDS IMPROVEMENT:** Employee does not meet requirements/standards more than 50% of the time. Requires considerable guidance and follow-up to assure work assignments are completed. More effort is required to achieve results. Incumbent will need to show progressive and sustained improvement.

**UNACCEPTABLE:** Incumbent's work is unacceptable with minimal commitment, ability or effort. Disciplinary action is required.

### **Assessment Skills**

Performs appropriate and adequate assessments/reassessments of the patients' conditions, including assessment for abuse, nutritional, functional, and psychological needs when appropriate as identified through record reviews.

#### **Comments:**

Unacceptable	Needs Improvement	Fully Meets Requirements	Exceeds Requirements
(0)	(2)	(3)	(4)

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## **Treatment and Care Planning Skills**

Develops and implements adequate and appropriate plans of care based on the patient's assessed condition as identified through record reviews.

**Comments:**

Unacceptable	Needs Improvement	Fully Meets Requirements	Exceeds Requirements
<b>(0)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>

## **Productivity**

Delivers quality products and services on time in a cost-effective manner. Is thorough, accurate and organized. Sets and modifies priorities as necessary. Is decisive and resolves problems. Effectively manages and utilizes time. Meets annual productivity requirements.

**Comments:**

< 2,000 RVU's Annually Unacceptable	=> 2,000 RVU's Annually Needs Improvement	=> 2,400 RVU's Annually Fully Meets Requirements	=> 2,800 RVU's Annually Exceeds Requirements
<b>(0)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>

## **Patient Satisfaction**

Patient satisfaction scores reflect patients that are happy with the care received. Delivers exceptional customer service, giving quality advice and answers to patient's questions. Responds promptly and follows through for results. Displays a genuine desire to help. Takes the initiative to resolve issues.

**Comments:**

Average 3.6 – 4.0 Unacceptable	Average 3.0 – 3.5 Needs Improvement	Average 2.0 – 2.9 Fully Meets Requirements	Average 1.0 – 1.9 Exceeds Requirements
<b>(0)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>

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## **Documentation and Code Assignment**

Adequately documents the patient's encounter and phone calls returned to the patient. Documentation is completed prior to the end of the day and is legible. Appropriately assign and records E/M level visit and all diagnostic and therapeutic procedures. Completed problem and medication list. Evidenced through Medical \_\_\_\_\_ review findings.

**Comments:**

Unacceptable	Needs Improvement	Fully Meets Requirements	Exceeds Requirements
(0)	(2)	(3)	(4)

## **Personal Motivation**

Responds positively to changes in workflow. Adjusts to multiple demands and shifts in priorities. Demonstrates willingness to accommodate walk-ins and meet the needs of a busy clinic setting.

**Comments:**

Unacceptable	Needs Improvement	Fully Meets Requirements	Exceeds Requirements
(0)	(2)	(3)	(4)

## **Communication/Interpersonal Skills**

Communicates well with all levels of patients and staff and expresses ideas clearly. Listens effectively. Demonstrates sensitivity toward patient needs and anxieties. Written/oral communications are concise, well organized, grammatically correct and delivered effectively. Returns patients' phone calls prior to the end of the day. Works well with others to achieve results. Displays a positive posture within the organization and supports leadership decisions, goals and objectives.

**Comments:**

Unacceptable	Needs Improvement	Fully Meets Requirements	Exceeds Requirements
(0)	(2)	(3)	(4)

## **Professionalism/Dependability**

Accepts and carries out assignments willingly. Meets deadlines. Willingly invests extra time and effort to complete assignments. Willingness to take on extra assignments. Meets attendance and punctuality standards, and attends Provider meetings on a regular basis. Acts ethically and in accordance with Policies and Procedures. Establishes and maintains a good reputation and relationships with clients, peers, staff, and superiors. Displays a professional demeanor and appearance. Maintains confidentiality.

**Comments:**

Unacceptable	Needs Improvement	Fully Meets Requirements	Exceeds Requirements
(0)	(2)	(3)	(4)

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## **Professional Growth and Development**

What effort has employee made toward growth and development: (check all that apply)

In-House Training Classes

Active participation in Professional Org

Seminars

Skills enhancement (Word, Excel, etc.)

Licensing/Certification

Achieved a professional designation

**List below:**

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**GOALS AND OBJECTIVES** (to be established and mutually agreed upon with employee at the time of review)

**12 Months:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**Long Term (5 year) Goals**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**EVALUATOR OVERALL ASSESSMENT AND COMMENTS:**

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**EMPLOYEE COMMENTS:**

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**Comments:**

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**Comments:**

Evaluated by:

Additional Comments: