



Southwest Healthcare System

DIETARY AIDE/ASST

2012 Annual Appraisal

First Name **ASHLEY**
Middle Name
Last Name **CHAMBERLIN**
Position Code 280
Position Name **DIETARY AIDE/ASST**
Department Code 39020
Department Name **RANCHO DIETARY**
Facility Code 022**RANCHO**
Employee Number 140450

INSTRUCTIONS

0%

1. Indicate the performance level for all standards by selecting from the options.
2. Documentation sections have been provided on each standard. It is required that documentation be given for all levels except "Competent" (C) and "Exceeds Requirements" (ER).
3. Discuss the evaluation with the employee and complete all sections of the last page including Summary of Progress, Future Goals and Objectives and Employee Comments, then obtain Required Signatures.
4. Attach completed Annual Orientation Modules Test, Service Excellence Action Plan and Annual Health Screen.
5. After all of the above have been completed, please forward to Human Resources with a Personnel Action Form (PAF) indicating, if applicable, any merit increase due.

PERFORMANCE LEVELS

0%

SER Significantly Exceeds Requirements

A commendable performer who shows special leadership and/or customer service and/or innovation in the department and job. This individual is ultimately a top 15% performer. (The overall majority of the weighted value in each performance category (Service Excellence - 40%, General - 20%, Position Specific - 40%) must be obtained to receive this rating).

ER Exceeds Requirements

An employee who is in many ways exceeding the basic job requirements, who volunteers, is an excellent team player, and generally goes beyond the basic requirements of the position. (The overall majority of the weighted value in each performance category (Service Excellence - 40%, General - 20%, Position Specific - 40%) must be obtained to receive this rating).

C Competent

An employee who is satisfactorily meeting the minimum requirements of the job, but who does not significantly go beyond the most basic requirements of the job. (The overall majority of the weighted value in each performance category (Service Excellence - 40%, General - 20%, Position Specific - 40%) must be obtained to receive this rating).

RI Requires Improvement

An employee who is not fully meeting the requirements of the job, but who is not yet in serious jeopardy of losing their job (The overall majority of the weighted value in each performance category (Service Excellence - 40%, General - 20%, Position Specific - 40%) must be obtained to receive this rating).

U Unsatisfactory

An employee who is in serious jeopardy of losing their job because of work performance or behavioral problems.

40%

SYSTEM WIDE STANDARDS - SERVICE EXCELLENCE (40%)

Section score: 9
Section Average: 3.00
Weighted average: 1.20

Full and part-time employees are eligible for merit increases when all applicable requirements, as stated immediately above, are met and will be processed through Payroll on the first pay period beginning the date following completion of all such requirements. The amount of the merit, if any, will be based on the Annual Evaluation score. Should compliance with the completion of applicable requirements go beyond the evaluation due date of July 1, any applicable merit increase due will not be retroactive to the evaluation date, the merit will become effective on the eligibility date as stated above.

Standard #1: Treat everyone as a guest

score: 3

Evaluator Comments

Ashley does a great job at ensuring all of her daily customer interactions are positive and courtesy is first.

☐ U ☐ RI ☐ C ☒ ER ☐ SER ☐ N/A

- I will always say "Please" and "Thank You"
- I will greet guests with eye contact and a smile, and "Welcome to (department), how may I help you?"
- I will always say "Please" and "Thank You"
- I will greet guests with eye contact and a smile, and "Welcome to (department), how may I help you?"

Standard #2: Demonstrate Professionalism and Excellence in the Things I Do

score: 3

☐ U ☐ RI ☐ C ☒ ER ☐ SER ☐ N/A

- I will always wear my name badge
- I will use language appropriate to the situation and to the guest
- I will self-identify opportunities to improve the perception of the attitude I present to others.

Standard #3: Practice Teamwork

score: 3

Evaluator Comments

Ashley is a role model to the other Diet Clerks on what a true team player she is. Ashley consistently gets her work done on time and makes a conscious effort to assist her fellow coworkers with their workload on a daily basis.

☐ U ☐ RI ☒ C ☐ ER ☐ SER ☐ N/A

- I will always end an interaction with the guest by asking, "Is there anything else I can do for you?"
- I will hold myself accountable for getting the information I need to know to do my job
- I will establish and maintain healthy interpersonal relationships with internal/external customers.

SYSTEM WIDE STANDARDS - GENERAL STANDARDS (20%)

20%

Section score:18
Section Average:2.57
Weighted average:0.51

1. CONFIDENTIALITY

score: 2

• Yes ☐ No ☐

- Maintains and respects confidentiality of information to include but not limited to patient records, charts, hospital documents and employee information.
- Always uses discretion when information is considered confidential.
- Maintains privacy of personal pass code at all times

2. ATTENDANCE

score: 4

Evaluator Comments

Ashley has had exceptional attendance during this past evaluation period.

☐ U ☐ RI ☒ C ☐ ER ☐ SER ☐ N/A

- Absences and tardiness are at or below the acceptable level as prescribed by hospital policy.
- Follows notification policy without exception and demonstrates willingness to meet flexible scheduling.

Occurrences Rating

0-1 SER
2-3 ER
4-5 C
6-7 RI
8+ U

3. PERFORMANCE IMPROVEMENT/RISK MANAGEMENT

score: 2

☐ U ☐ RI ☒ C ☐ ER ☐ SER ☐ N/A

- Is able to define performance improvement.
- Participates in, at a minimum, department specific performance improvement activities.
- Can verbalize facility/department specific performance improvement activities.
- Appropriately uses and completes HPRR's.
- Reports all risk concerns to manager.

4. APPEARANCE

score: 2

• Yes ☐ No ☐

- Wears I.D. badge at all times.
- Consistently meets hospital and department standards in dress and/or uniform requirements.
- Personal hygiene and appropriateness of attire meet standards.

5. WORK ENVIRONMENT

score: 2

Evaluator Comments

Ashley does a very good job at improving her work space and always keeps it organized, clean and neat.

• Yes ☐ No ☐

- Consistently demonstrates good health and safety habits and proper body mechanics.
- Practices infection control and Standard Precaution Techniques.
- Understands department role in emergency preparedness during disasters both external and internal as well as a radioactive spill.
- Reports equipment failure, broken equipment, and equipment-related injuries.
- Can verbalize location of MSDS log in department.

6. TIME MANAGEMENT

score: 3

Evaluator Comments

Ashley consistently completes her time analysis and daily cleaning assignments on time and without prompting.

☐ U ☐ RI ☒ C ☐ ER ☐ SER ☐ N/A

- Manages time efficiently.
- Work assignments are consistently and accurately completed within the prescribed time frame.
- Manages projects and assignments without incurring excessive labor or overtime.

7. C.A.R.E.S

score: 3

☐ U ☐ RI ☒ C ☐ ER ☐ SER ☐ N/A

- Demonstrates Compassion in all interactions with co-workers and customers by smiling, using touch when appropriate, remaining calm and relaxed in all interactions, remaining sensitive to cultural background, and creating a safe haven for our patients.
- Demonstrates a positive Attitude through communications such as the use of "please" and "thank you" and AIDET.
- Demonstrates Respect in all interactions with patients and co-workers as exhibited by the use of active listening, respecting patient privacy, appropriate phone and email etiquette.
- Demonstrates Efficiency by ending all interactions with customers by asking "Is there anything else I can do for you?" Gets all information needed to complete tasks. Responds in a timely manner to customer requests.
- Demonstrates Safety by logging off computers properly. Practices hand hygiene. Reports all accidents and defective equipment immediately and follows precaution procedures.

POSITION SPECIFIC STANDARDS (40%)

40%

The statements below are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Section score:15

1. AGE SPECIFIC STANDARDS

score: 3

U RI C • ER SER N/A

- To provide food and nutritional care appropriate for all ages including infant, toddlers, pre-school, school age, adolescent, adult, and geriatric patients as prescribed by physicians and under the direct supervision of the dietitian for age appropriate food items.

2. ASSEMBLE/PREPARE FOOD: PRODUCTION

score: 3

U RI C • ER SER N/A

- Demonstrates knowledge in preparing food and meals for patients, cafeteria, and special function events.
- Ability to follow instruction and recipes to complete satisfactory meals based on patient diet orders and modified diet needs using sanitary guidelines.
- Consistently prepares and services food in a timely, organized, and attractive manner.
- Understands modified diets and follows menu selections accurately.
- Utilizes food products and leftovers when possible.
- Ability to work independently and timely, asking for help when needed.
- Maintains adherence to standard recipes.
- Using appropriate decorative food choices for colorful appeal on patient trays.
- Ability to ask for help to clarify directions when not clearly understood.
- To offer suggestions to make production and preparation improvements.

3. SANITATION

score: 3

Evaluator Comments

Ashley consistently follows and adheres to safe, sanitary, infection control standards set forth by the leadership of the department at all times.

U RI C • ER SER N/A

- Ability to identify HACCP and work within the guidelines outlined to prevent food-borne illness and cross-contamination by proper and frequent hand washing, sanitary gloves, hair covering, food temperature control, and proper cleaning of work area and cooking equipment/utensils.
- To properly store foods at appropriate temperatures, keeping temperature logs, implementing and documenting a plan to correct any temperatures that are not within guidelines.
- To store foods according to standards in appropriate areas, and to date and rotate foods as they are opened.
- To review food service and HACCP videos as needed to reinforce knowledge in proper sanitation of food and service.
- To keep record of temperature for sink in areas of washing and cleaning food equipment, implementing plan by documentation of corrective actions as needed.
- To follow guidelines for cleaning all equipment and utensils.

4. SERVICE: TRAYLINE, CAFETERIA

score: 3

Evaluator Comments

Ashley is a pleasure to have on tray line. She consistently ensures a smooth, effortless tray line and makes her fellow coworkers feel stress-free and is always on time.

U RI C • ER SER N/A

- Serve on tray line for patient meals, following patient menus, honoring patient preferences if within dietary restrictions under the supervision of the tray line checker or Dietitian.
- To complete tray line duties in a timely manner, avoiding conversation and distractions until all meals are served.
- When working in the cafeteria serving customers, need to remember to keep a professional and friendly attitude while communicating with customers and co-workers.
- To restock and replenish serving line, dishes, condiment counter and work area with supplies as needed.
- To maintain a clean work area, wiping off tables, removing trays and trash from the dining room as needed.
- Maintaining orderliness of tables and chairs.
- Set up menu board daily.
- To be available to assist co-workers as needed when work load is light.
- To stay in cafeteria area when serving or working register while there is a line waiting to be served, asking for assistance from other co-workers or supervisor as needed to minimize customer waiting time and hold ups.
- To perform additional duties as requested by supervisor as needed.

5. GENERAL

score: 3

Evaluator Comments

Ashley adapts very well to the constantly changing environment or higher patient census within the kitchen. Ashley always has a positive attitude and does not let outside interruptions or discussions in the kitchen disturb her daily work flow. Ashley supports department leadership and follows the appropriate chain of command at all times. Ashley always has her monthly computer in-service completed on time and assists her fellow coworkers with computer log-on's as time allows.

U RI C • ER SER N/A

- Ordering food and supplies in a timely manner based on stock levels and needs of the department.
- Demonstrates the ability to solve problems and work as a team player with co-workers.
- Ability to read and understand the English language.
- Ability to work well in a busy environment with changing needs and priorities.
- To participate in department meetings, in-services, and general special events.
- To offer input and suggestions to improve system policy and procedures.
- Ability to handle many interruptions.
- Ability to communicate verbally and mentally continuously.

POSITION SPECIFICATIONS

0%

The statements below are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

1. **ESSENTIAL KNOWLEDGE / SKILLS**

- Operation of dish machine and hand washing sinks.
- Ability to operate food service equipment including, but not limited to, cooking equipment, cash register, food thermometer.
- Ability to operate and use the telephone and paging system.
- Additional equipment as needed pertaining to job specifics: computer, fax machine, calculator, copy machine, IDEA Terminal, keyboard, HP LaserJet printer.

2. **MINIMUM ESSENTIAL EXPERIENCE**

- Previous kitchen experience in an acute care facility beneficial, but will provide training on the job.

3. **MINIMUM ESSENTIAL EDUCATION**

4. **REQUIRED LICENSURE / CERTIFICATIONS**

- Maintains certification in Food Service Sanitation by the Department of Health.

5. **WORK ENVIRONMENT**

- Works in a clean, well-lighted, well-ventilated work environment.
- Subject to irregular hours.

6. **PHYSICAL REQUIREMENTS - LIFTING**

- Lifting Level
 - I: 0 - 10 lbs.
 - II: 10 - 50 lbs.
 - III: Over 50 lbs.

7. **PHYSICAL REQUIREMENTS**

Frequent - means more than 65% of the time

Occasional - means between 33% and 64% of the time

Seldom - means less than 33% of the time

- Sitting - No
- Standing - Yes/Frequent
- Walking - Yes/Frequent
- Kneeling - Yes/Occasional
- Crouching / Stooping - Yes/Occasional
- Squatting - Yes/Occasional
- Crawling - No
- Twisting Upper Body - Yes/Occasional
- Climbing Hand-Over-Hand - No
- Object Manipulation, ie: grasp, pinch, twist, turn, reach - Yes/Frequent
- Does this job involve activities not described above? If so, please describe below:
 - Loading and unloading food supplies, handling bulk food items, lifting, pushing, and pulling of equipment. - Yes/Frequent

8. **BLOOD-BORNE PATHOGENS EXPOSURE CATEGORY**

- Blood Borne Pathogens Exposure Category - Category II: Sometimes exposed to blood-borne or potentially infectious material.

SUMMARY OF PROGRESSIVE GOALS AND OBJECTIVES

0%

Please summarize progress since the last review period.

• **Enter Goal/Objective:**

score: 0

Save Details ☐ N/A

Enter Results

score: 0

☐ Save Details ☐ N/A

• **Enter Goal/Objective:**

score: 0

Save Details ☐ N/A

Enter Results

score: 0

☐ Save Details ☐ N/A

FUTURE GOALS AND OBJECTIVES

0%

Please document the objectives, career and self-development plans, short-term and long-term goals for the coming evaluation period.

• **Enter Goal/Objective:**

score: 0

Evaluator Comments

Ashley is expected to review, retain and practice all of the information provided to her in her annual competency binder. Ashley is expected to answer any surveyor questions appropriate as all of the information was provided to her in the department annual competency event.

• Save Details ☐ N/A

• **Enter Goal/Objective:**

score: 0

Evaluator Comments

Ashley is expected to attend the monthly food service worker and diet clerk meetings and bring her annual competency binder to these meetings.

• Save Details ☐ N/A

REQUIRED SIGNATURES:

0%

This Performance Evaluation has been discussed with me. I understand that my signature does not necessarily indicate agreement. I understand that this is a confidential document. Full and part time employees are eligible for merit increases when all applicable requirements, as stated above, are met and will be processed through Payroll on the first pay period beginning date following completion of all such requirements. The amount of the merit, if any, will be based on the Annual Evaluation score. Should compliance with the completion of applicable requirements go beyond the evaluation due date of July 1, any applicable merit increase due will not be retroactive to the evaluation date, the merit will become effective on the eligibility date as stated above.

Total Score: 42
Total Possible Score: 54
Total Weighted Average: 2.91

Overall Rating Summary

Overall Rating:SER ☒ ER ☐ C ☐ RI & U

score: N/A

Manager Appraisal Comments:

Ashley is one of the higher and more proficient Diet Clerks within the department. Ashley is expected to attend all of the monthly Diet Clerk inservices as well as practice any new concepts or therapeutic diet menu calculations as set forth by the Lead Diet clerk and the Clinical Dietitians of the department. Ashley is expected to continue to provide constructive feedback to the leadership of the department on how to improve work flow efficiency or share new ideas. Ashley will be expected in the upcoming months to participate in the CBORD training and roll-out process for the department to ensure it's success.

Date Reviewed with Employee: 5/23/2012**Signature History**

comment	signature	date	signed by
	JARED GILES	05/25/2012	GILES, JARED
	CARRIE KELLEHER	05/26/2012	KELLEHER, CARRIE
	ASHLEY CHAMBERLIN	06/16/2012	CHAMBERLIN, ASHLEY