



## DEPARTMENT ORIENTATION & INTRODUCTORY PERFORMANCE EVALUATION

Check the employee information provided below. If incorrect, please correct and notify Human Resources.

### EMPLOYEE IDENTIFICATION

**Name:** CAROLYN M ARBUCKLE  
**Department:** NUTR & CULINARY SERV  
**Cost Center:** 8020  
**Hire Date:** 1/4/16  
**Job Title:** KWI-WP  
**Job Code:** 590008  
**Evaluation Due Date:** 03/20/2016

### NEW HIRE CHECKLIST

The checklist below is provided as a reminder of the new hire activities/documentation required on or before the completion of the employee's introductory period.

Rating Scale: C=Completed; IP=In Progress; NA=Not Applicable

#### Rating

**C** - Completed  
**IP** - In Progress

Competency	Rating	
	C	IP
Employee has attended System Orientation.	<input checked="" type="radio"/>	<input type="radio"/>
Employee has completed HealthStream courses required for new hires.	<input checked="" type="radio"/>	<input type="radio"/>
A current job description for this position is on file in Human Resources.	<input checked="" type="radio"/>	<input type="radio"/>

Competency	Rating		
	C	IP	N/A
Validation tools for all competencies assigned to the position and used to document the employee's initial competency to perform his/her position, including age-specific (if applicable), have been sent to Human Resources.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Employee is scheduled to attend the next available ACLS, NRP, PALS, and/or PEARS class. Training must meet AHA standards.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

### DEPARTMENT-SPECIFIC ORIENTATION

Enter the date each item was discussed with the employee.

## PERFORMANCE RESPONSIBILITIES

Competency	Date
Job Description	1/4/16
Introductory Period	1/4/16
Process for Assessing Competence	1/4/16
Process for Evaluating Performance (Halogen)	1/4/16
Documenting Educational Activities (HealthStream)	1/4/16

## POLICIES AND PROCEDURES

### Department Goals/Care & Service Plan

Competency	Date
Department Goals/Care & Service Plan	1/4/16

### Departmental Policies

Competency	Date
Hours of Work (and who to notify if running late or unexpected absence)	1/4/16
Time Clock/Recording Time Worked Procedures	1/4/16
Department Coverage	1/4/16
Confidentiality and Securing Offices at End of Day	1/4/16
Dress Code	1/4/16
Meals/Breaks	1/4/16
Scheduling Time Off	1/4/16
Overtime	1/4/16
Methods of Communication-Memos, Minutes, Bulletin Boards, Email, Connect	1/4/16
Conflict Resolution-Policy 1037	1/4/16
Location of and procedure for obtaining supplies	1/4/16
Procedure for sending mail interoffice or outside health system	1/4/16

Location of department/unit specific policy, reference and resource manuals	1/4/16
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## Human Resources Policies

Competency	Date
Absent Time-Policy 6001	1/4/16
Attendance-Policy 6020	1/4/16
Corrective Action-Policy 6049	1/4/16
Locates Employee Handbook Online	1/4/16

## Organizational Chart & Chain of Command

Competency	Date
Organizational Chart & Chain of Command	1/4/16

## Phone Lists

Competency	Date
Mount Nittany Health/Department Phone List & Staffs' areas of responsibility	1/4/16

## Introductions & Tour

Competency	Date
Introduction to Staff and Tour of Department and Mount Nittany Health	1/4/16

## USE OF SYSTEMS

### Proper Use of Phone & Computer Systems

Competency	Date
Instructions for using phone	1/4/16
Login/Passwords for all applicable systems	1/4/16
Rules regarding the use of systems and email	1/4/16
Locating department-specific information on the Connect portal	1/4/16

## CONFIDENTIALITY

Competency	Date
Department Safeguards for Confidential Information-patient, employee, Mount Nittany Health business, and computer systems	1/4/16
Disposal of confidential information	1/4/16

## QUALITY ASSURANCE/PERFORMANCE IMPROVEMENT

Competency	Date
Discusses department's continuous quality assurance and performance improvement activities	1/4/16
Discusses new employee's role in continuous quality assurance and performance improvement activities	1/4/16

## INTRODUCTORY PERFORMANCE EVALUATION

Please refer to the employee's job description when completing this form. The focus of this evaluation is on the employee's ability to perform the job duties listed in the job description. Rate the employee's performance in the sections below.

If performance is rated as Needs Improvement or Unacceptable, THE EVALUATOR MUST ENTER COMMENTS. In addition, creating a DEVELOPMENT PLAN is highly recommended. (To access the Development Plan, click on the words, "Development Plan" below Performance Standards.) The comments or development plan must clearly state what is expected of the employee to bring his or her performance to an acceptable level. The employee can review and update the status of the development plan(s) under My Performance throughout the next review period.

## PERFORMANCE STANDARDS

### KNOWLEDGE OF JOB

The extent to which the employee demonstrates the ability to perform duties and responsibilities as stated in job description given the employee's length of time in current position.

- Satisfactory
- Needs Improvement
- Unacceptable

**Comments:** She has strong technical skills and knowledge.

### QUALITY OF WORK

The extent to which the employee's work is well executed, thorough, effective, and accurate.

- Satisfactory
- Needs Improvement
- Unacceptable

**Comments:** It is apparent that Carolyn cares about her work.

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### QUANTITY OF WORK

The extent to which the employee accomplishes assigned work of a specified quality within a specified time period without compromising personal safety and the safety of others.

- Satisfactory
- Needs Improvement
- Unacceptable

**Comments:** Continue to learn the details of your job to ensure that you are doing a thorough job.

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### WORKING RELATIONSHIPS

The extent to which the employee uses tact, courtesy and effectiveness in dealing with department leaders, co-workers and other staff members. Consider the manner in which the employee responds to direction and feedback and seeks and follows counsel on ways to improve performance.

- Satisfactory
- Needs Improvement
- Unacceptable

**Comments:** She usually uses effective two-way communication which is quite clear. This is true for both oral and written communication.

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### CUSTOMER SERVICE

The extent to which the employee is meeting the customer service standards: Positive Impressions; Showing Care and Concern; Great Explanations; Service Recovery.

- Satisfactory
- Needs Improvement
- Unacceptable

**Comments:** She usually comes across as someone who genuinely cares about, and accepts the legitimacy of, the needs of patients and their families. She usually demonstrates genuine empathy for any concerns expressed by patients.

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### ATTENDANCE AND RELIABILITY

The extent to which employee arrives on time and demonstrates consistent attendance. The extent to which the employee contacts supervisor on a timely basis when employee will be late or absent.

- Satisfactory
- Needs Improvement
- Unacceptable

**Comments:** She usually arrives at work on time and typically starts working right away. She usually returns from breaks on time and stays focused on work matters throughout the day (or shift).

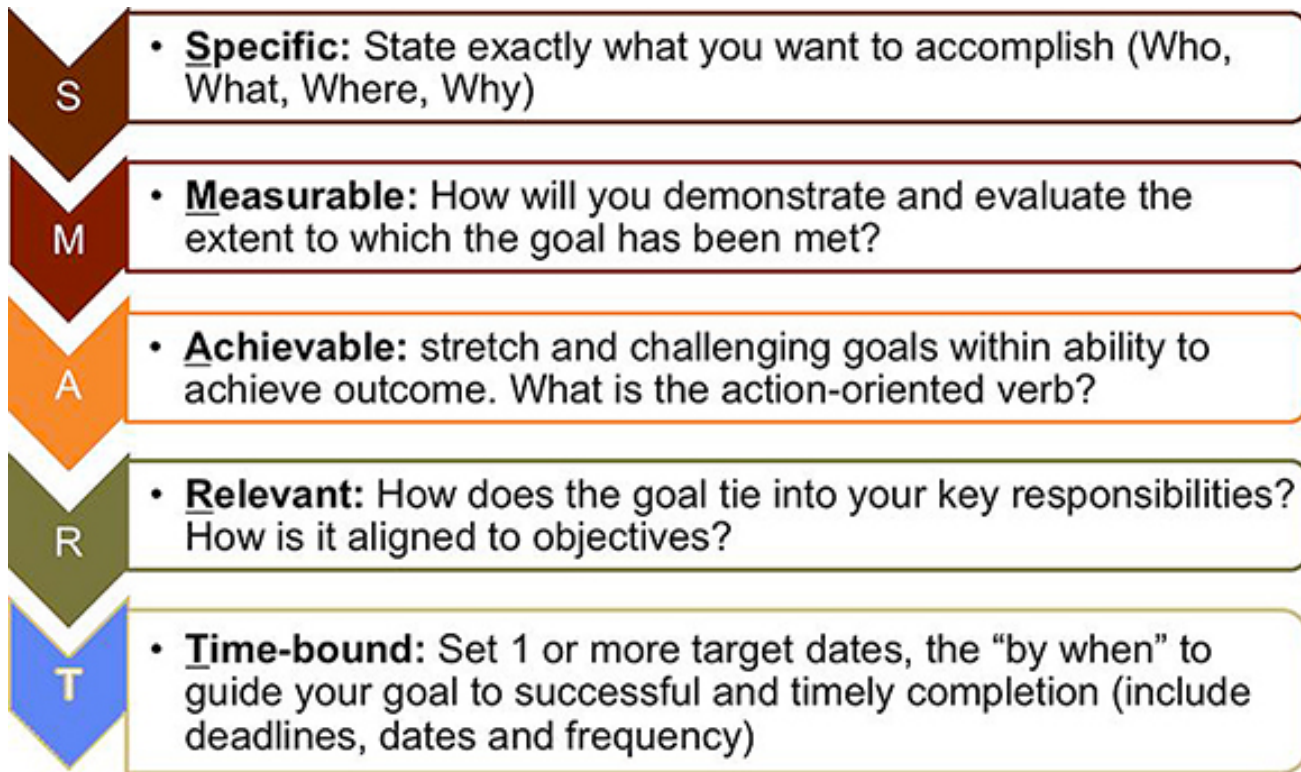
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### GOALS FOR THE COMING YEAR

In the section below, the employee and supervisor are encouraged to establish goals for the employee to complete between now and the next evaluation. Give each goal a title. (It is advisable to put the year of the evaluation before the title of each goal-Example: 2016 Establish Goals for Coming Year.) In the text box

below the goal title, enter the details of the goal.

Goals should be SMART:



After creating a goal, click on the "chain link" icon to the left, review the organizational goals/categories, and link the personal goal to the organizational goal if applicable. TIP: Click on the organizational goal title to see a description of the goal. If you choose to link the goal, click on Link NOT Copy and Link.

In the Weight % box, enter 0 to weight all goals evenly.

Goals added to this form can be reviewed and the status updated throughout the year. Evaluators can access employee goals under My Employees. Employees can access their goals under My Performance.

**Weight**

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**Title:** Press Ganey

Maintain our 5 star service of the 97th percentile by floor - keep looking at the posting's on the board each week to see the areas that need help. If there is any specific area that is low, please work with your supervisor to make adjustments.

**Due:**

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**Title:** Selected Menus

Work with the rest of the team in getting all selected menus for meals. Patient selections=patient satisfactions

**Due:**

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**Title:** Field Experience

Explain to others about how what they do effects the patients care and the dietitians interventions. Serving staff plays a VITAL role in the treatment and care provided to each patient. You saw last summer that if we don't do our job correctly, the patient's care is greatly effected.

**Due:**

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**Due:**

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**Due:**

## COMMENTS

### Employee

**Manager** Welcome to the Team. We look forward to seeing you progress in the department.

Danielle Michael

Guest Services Manager MS, RD, LDN

Second Level Managers, please enter your first name, last name, and title in the box below to indicate your approval of the evaluation.

**2nd Level** Gary B. Glenn, CEC

**Manager** Director, Nutrition & Culinary Services

Employee: CAROLYN M ARBUCKLE C.A. (electronic signature for the evaluation of CAROLYN M ARBUCKLE)

Date (M/d/yy): 3/30/16 10:52 AM EDT



Manager: DANIELLE MICHAEL D.M. (electronic signature for the evaluation of CAROLYN M ARBUCKLE)

Date (M/d/yy): 3/30/16 01:14 PM EDT

HR Rep: SANDY K WARD S.W. (electronic signature for the  
evaluation of CAROLYN M ARBUCKLE)

Date (M/d/yy): 4/4/16 04:01 PM EDT