



**VIRGINIA COMMONWEALTH UNIVERSITY
HEALTH SYSTEM**

EMPLOYEE PERFORMANCE APPRAISAL

STRICTLY CONFIDENTIAL

Employee Name (print): _____		Social Security Number: _____	
Department: <u>Pharmacy</u>		Job Title: <u>Reimbursement Specialist</u>	
Performance Period Reviewed: _____		Overall Rating: _____ Percent Increase: _____	
Supervisor's Name (print) _____			
If employee had multiple supervisors during the year, name of others giving input: _____			

Check the appropriate box :

Annual Performance Appraisal
 Reevaluation (following rating of "Needs Improvement" or "Does not Meet Expectations")
 Interim Appraisal

Completion of Annual Requirements
(check if applicable and had timely completion)

____ Annual Health Assessment
 ____ Annual Safety Training (Essential Education)
 ____ Annual Emergency Preparedness (CPR, MERT, AED)
 ____ Current licensure, certification or registration (if required for position)
 ____ Annual competency assessment
 ____ Other (specify) _____
 ____ Other (specify) _____

Transactions/Payroll Section			
Effective Date: _____	Percent Increase: _____		
Hourly Rate: From: _____	To: _____		
Annual Salary: From: _____	To: _____		
Comments:			
Retroactive Pay Required:			
Keyed By: _____		Date: _____	

A. GENERAL DESCRIPTION OF POSITION

Briefly state the chief objective of this position and age group(s) to be served (if applicable): To improve revenue collection for the Department of Pharmacy by proactively and retroactively billing Medicaid and insurance to the appropriate 3rd party instead of writing off medication charges to Indigent Care. To actively pursue Individual Patient Assistance Programs for our indigent patients where a Group Patient Assistance Program is not in place. To review CABICHED, BABPHARM, and transaction reports on a daily basis and make corrections when necessary and required. Collaborate with the program support technician when necessary to correct financial errors or system errors. To staff in the ambulatory pharmacy when deemed necessary by the Assistant Director of Ambulatory Care.

Underline Age Group(s) to be served:
 Neonatal Pediatric Adolescence Adult Geriatric All

Describe competencies required to successfully perform job (position expectations listed on page 4):
 Successful completion of CAPS, PARS and HIS computer orientation
 HIPAA

- Level and type of experience required/preferred:**
- Familiarity with standard keyboard and ability to type 30-40 words per minute
 - Familiarity with Word and Excel
 - Comfortable learning new computer programs
 - Possesses excellent problem solving skills
 - Possesses ability to work alone; self-starter
 - Physical ability to lift packages up to 20 pounds
 - Physical ability to endure bending, reaching, stooping, and prolonged standing, sitting or walking
 - Ability to speak clearly and understand English
 - Ability to effectively communicate with individuals from all educational and socioeconomic levels (e.g. patients, family members, nurses, doctors, drug manufacturer representatives, pharmacists, etc)
 - Prior experience with Manufacturers Patient Assistance Programs
 - Prior experience with prescription on-line adjudication
 - Hearing acuity sufficient to enable accurate communications by telephone
 - By virtue of societal trust and security explicitly imparted to pharmacies for the control of drugs, occupant must have a clean criminal record
 - Comfort with and empathy for sick people

Education, training or certification required/preferred:
 Must be a Certified Pharmacy Technician, PTCB
 High School diploma or equivalent required
 A proven background of a pharmacy technician training or equivalent experience

Regulatory knowledge: Must possess knowledge of local, federal and state laws and regulations and JCAHO standards related to position's chief objective and demonstrate aptitude for compliance with VCUHS policies, procedures, and customer service philosophy.

- Describe independent action(s) required:**
- Identify equipment problems.
 - Various aspects of assisting the pharmacist that do not legally require a pharmacist's supervision or check.

Describe supervisory responsibilities (if applicable):

Additional position requirements such as shift rotations, weekends, environment, etc.
 Able to work all shifts, weekends, holidays, emergency coverage

B. PHYSICAL REQUIREMENTS: (Check all Essential Physical Requirements that Apply to this Position)

<p><i>Physical:</i></p> <input type="checkbox"/> Lifting < 20 lbs. <input checked="" type="checkbox"/> Lifting 20-50 lbs. <input type="checkbox"/> Lifting 50-100 lbs. <input type="checkbox"/> Lifting >100 lbs. <input type="checkbox"/> Other: describe	<p><i>Activities:</i></p> <input checked="" type="checkbox"/> Prolonged standing <input checked="" type="checkbox"/> Prolonged sitting <input type="checkbox"/> Frequent bending <input checked="" type="checkbox"/> Walking (distance) <input type="checkbox"/> Climbing (steps, ladder,	<p><i>Mental/Sensory:</i></p> <input checked="" type="checkbox"/> Strong Recall <input checked="" type="checkbox"/> Reasoning <input checked="" type="checkbox"/> Problem solving <input checked="" type="checkbox"/> Hearing <input checked="" type="checkbox"/> Speak clearly	<p><i>Emotional:</i></p> <input checked="" type="checkbox"/> Fast pace environment <input checked="" type="checkbox"/> Steady pace <input checked="" type="checkbox"/> Able to handle multiple priorities <input checked="" type="checkbox"/> Frequent and intense
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	<input type="checkbox"/> other) <input type="checkbox"/> Reaching (overhead, Extensive, repetitive) <input checked="" type="checkbox"/> Repetitive motion: <input type="checkbox"/> Other:	<input checked="" type="checkbox"/> Write legibly <input checked="" type="checkbox"/> Reading <input checked="" type="checkbox"/> Logical thinking <input type="checkbox"/> Other:	customer interactions <input checked="" type="checkbox"/> Noisy environment <input checked="" type="checkbox"/> Able to adapt to frequent change
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C. Employee's Ability to Demonstrate VCU Health System Values

Value Statement	Demonstrates Ability	Does not Demonstrate Ability
Commitment: Employee is able to state how his/her position supports the mission of VCUHS and how the quality of his/her performance impacts goal attainment. Demonstrates commitment to VCUHS mission and goals.		
Service Excellence: Strives to meet the needs and exceed the expectations of others, to improve personal, department, and interdepartmental performance with the goal to increase customer satisfaction. Through ongoing performance improvement, demonstrates creativity and innovation in discovering new ways to deliver superior service.		
Service Delivery: Supports service delivery through punctuality, attendance, efficiency and productivity. Abides by established safety practices and corrects unsafe work practices on the job.		
Knowledge: Demonstrates, through performance and interactions, required knowledge and skill to provide competent service/care. Seeks to acquire new knowledge and skills.		
Leadership: Demonstrates the skills necessary to analyze and solve problems. Gathers information, anticipates problems, investigates validity of information, weighs consequences and makes sound decisions. Effectively expresses ideas orally and in writing as required to perform the job.		
Stewardship: Demonstrates a recognition of personal accountability to use resources and supplies prudently and to recommend cost saving practices as identified.		
Comments regarding Above:		

D. Position Responsibilities

List essential responsibilities of the position below. At beginning of performance cycle establish minimum expectations for performance. At end of performance cycle describe whether employee was able to demonstrate expectations.

<p>1. Customer Service (All employees): Performance Expectation: All customers are to be treated courteously, quickly and with respect while performing all tasks and duties of the position. Indicate whether Employee demonstrates customer service standards described below.</p> <p>Value: Employee will value each person with whom he/she interacts by demonstrating respect, integrity, and acceptance and value the organization in which he/she serves through taking responsibility for its success, appearance, and safety.</p> <p>Commitment – Employee is committed to excellence in his/her performance, support of the VCUHS mission, Stewardship of resources and protection of the VCUHS environment.</p> <p>Understanding – Employee will strive to understand the needs of others, respect their privacy, communicate Completely, treat them with dignity and demonstrate appreciation of cultural differences.</p> <p>Hospitality – Employee will embrace others with hospitality, kindness, open mindedness and a willingness to help.</p> <p>Service – Employee will provide service to all guests efficiently, professionally, courteously and promptly.</p> <p>Comment:</p>	<table style="border-collapse: collapse; margin: auto;"> <tr><td style="border-right: 1px solid black; padding: 5px;">E</td><td style="padding: 5px;">P</td><td style="padding: 5px;">N</td></tr> <tr><td style="border-right: 1px solid black; padding: 5px;">E</td><td style="padding: 5px;">P</td><td style="padding: 5px;">N</td></tr> <tr><td style="border-right: 1px solid black; padding: 5px;">E</td><td style="padding: 5px;">P</td><td style="padding: 5px;">N</td></tr> <tr><td style="border-right: 1px solid black; padding: 5px;">E</td><td style="padding: 5px;">P</td><td style="padding: 5px;">N</td></tr> <tr><td style="border-right: 1px solid black; padding: 5px;">E</td><td style="padding: 5px;">P</td><td style="padding: 5px;">N</td></tr> </table>	E	P	N	E	P	N	E	P	N	E	P	N	E	P	N
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<p>Circle Rating Received on Customer Service Evaluation Form: Exceptional Proficient Needs Improvement</p>																
<p>2. JCAHO Compliance (Supervisors Only): <i>Failure to achieve the following will prevent the supervisor from receiving a rating above "proficient."</i></p> <p>Performance Expectation: To monitor staff compliance with corporate, regulatory and JCAHO standards including but not limited to:</p> <ul style="list-style-type: none"> • scheduling and monitoring of mandatory training and/or programs (95%); • maintaining verification of current licensure, certification, or registration if required for position (100%); • confirming via documentation that periodic health assessments are completed if required for position; • monitoring environment for compliance with State Health Department, OSHA and JCAHO regulations; • monitoring attendance at orientation sessions (95%); and • 100% completion of performance evaluations with 95% complete within PFP month. <p>Evaluation comments:</p>																

Rating: Exceptional Proficient Needs Improvement Does not Meet Expectations

E. Position Specific Responsibilities

<p>Weight 50%</p>	<p>3. Performance Expectation: Revenue Collection: Improve revenue collection for the Department of Pharmacy by proactively and retroactively billing Medicaid and insurance to the appropriate 3rd party instead of writing off medication charges to Indigent Care. Obtains the new Medicaid Patient List from financial services on a weekly basis and checks CAPS for errors, makes corrections. Actively pursues Individual Patient Assistance Programs for our indigent patients where a Group Patient Assistance Program is not in place. Collaborates effectively with social workers and family members. Ensure all eligible patients are enrolled in ADAP. Prepares requested reports for the Director of Pharmacy or immediate supervisor.</p> <p><u>Evaluation Comments:</u></p> <p align="right">Rating: : Exceptional Proficient Needs Improvement Does Not Meet Expectations</p>
<p>Weight 25%</p>	<p>4. Performance Expectation: Supports Departmental Work Effort, Coordinate Activities and Ensures Efficient and Timely Work Flow</p> <p>Coordinates daily work assignments to ensure efficient and timely completion of tasks in the work area. Monitors work flow to identify or anticipate backlogs. Assists pharmacist or supervisor to coordinate corrective action. Actions are consistent with the goal of caring for the patient. Accepts reassignments and performs other miscellaneous duties at the discretion of a supervisor or pharmacist. Assists with coverage of vacancies and increased workload whenever necessary. Complies with department’s Attendance/Tardy Policy. Participates in departmental Continuous Quality Improvement (CQI) teams and committees. Responds in a positive manner to changing program requirements.</p> <p><u>Evaluation Comments:</u></p> <p align="right">Rating: : Exceptional Proficient Needs Improvement Does Not Meet Expectations</p>
<p>Weight 10%</p>	<p>5. Performance Expectation: Assists in Training Personnel</p> <p>Assists in the orientation and/or instruction of new employees, volunteers, and students in the role as a Reimbursement Specialist. Serves as a positive role model and mentor for new employees in both technical skills and in general work behaviors and attitude.</p> <p><u>Evaluation Comments:</u></p> <p align="right">Rating: : Exceptional Proficient Needs Improvement Does Not Meet Expectations</p>
<p>Weight 10%</p>	<p>6. Performance Expectation: Uses work time wisely and to the department’s advantage.</p> <p>Works at a steady pace, with ability to step up that pace as workload dictates without sacrificing accuracy. Asks supervisor how best to use “down time” to the department’s advantage. Maintains the cleanliness and organization of the work area according to established departmental procedure. Complies with Departmental Policy regarding break and meals times. Does not leave work area for an extended length of time without notifying the pharmacist or supervisor.</p>

	<p><u>Evaluation Comments:</u></p> <p style="text-align: right;">Rating: : Exceptional Proficient Needs Improvement Does Not Meet Expectations</p>
Weight 5%	<p>7. Performance Expectation: Performs quality control checks, identifies quality improvement opportunities and records all statistics.</p> <p>Identified unit operation problems and opportunities to improve patient care activities. Reports appropriately and attempts problem resolution with assistance. Maintains working documents/records; reports daily and monthly statistics relating to the workload of the area; and performs QA activities.</p> <p><u>Evaluation Comments:</u></p> <p style="text-align: right;">Rating: : Exceptional Proficient Needs Improvement Does Not Meet Expectations</p>
	<p>8. Performance Expectation:</p> <p>Intentionally left blank</p> <p><u>Evaluation Comments:</u></p> <p style="text-align: right;">Rating: : Exceptional Proficient Needs Improvement Does Not Meet Expectations</p>

100% (Combined Weight of Expectations 3-7)

F. Required Competencies	
<i>This employee has demonstrated competency in the performance of his/her job duties during this performance cycle:</i>	
a. Clinical interventions, if applicable, have been appropriate and successful in producing expected outcomes.	Yes No
b. Non-clinical performance demonstrates successful interventions and productivity with desired outcomes.	Yes No
c. Comments:	
Competency has been determined by (circle all that apply):	
Observation Demonstration Testing Successful performance Other: _____	

G. Age Specific Competencies

The employee demonstrates the minimum knowledge, skills, and abilities for the applicable patient groups:

	Neonatal			Pediatric			Adolescence			Adult			Geriatric		
Meets Age	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA	Yes	No	NA

Specific Competencies																
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Comments Regarding Age Specific Competencies:

Competency has been determined by (circle all that apply):

Observation Demonstration Testing Successful performance Other: _____

H. Training Records

Attach or summarize below, training received by the employee over the past 12 months including seminar, conference, unit inservices, classes, etc. Unit training record forms may be attached. Note if Developmental Plan was accomplished.

I. Overall Summary of Performance

Briefly summarize employee's overall performance during the appraisal period. Specific accomplishments and strengths may be included in this section.

J. Developmental Plan (for next performance cycle)

Describe the action plans agreed upon to improve the employee's contribution to VCUHS. The plan may include performance in his/her current job and/or development for other positions. This may include actions to be taken by the employee, supervisor, or others.

K. Confidentiality Statement

I acknowledge and understand that I may have access to proprietary or other confidential business information belonging to VCU Health System (VCUHS). In addition, I acknowledge and understand that I may have access to confidential information regarding VCUHS employees, patients and patient care. Therefore, except as required by my employer or by law, I agree that I will not:

- a. access data that is unrelated to my job duties at VCUHS; or
- b. disclose to any other person, or allow any other person access to, any information related to VCUHS which is proprietary or confidential and/or pertains to employees, patients or patient care.

“Disclosure of information” includes, but is not limited to, verbal discussions, FAX transmissions, electronic mail messages, voice mail communication, written documentation, “loaning” computer access codes, and/or another electronic transmission or sharing of data.

I understand that VCUHS, its patients, staff, or others may suffer irreparable harm by disclosure of proprietary or confidential information and that VCUHS may seek legal remedies available to it should such disclosure occur. Further, I understand that violations of this agreement, or any other VCUHS policy regarding confidentiality, may result in disciplinary action, up to and including my termination of employment. I understand that this statement is binding both during my employment and thereafter.

L. Position Description and Performance Expectation

(Sign at beginning of performance cycle)

Signatures indicate that the contents of the position description, performance expectations (including customer service) and the confidentiality statement above have been reviewed.

Supervisor Signature _____

Employee Signature _____

Date Shared with Employee: _____

M. Overall Performance Rating (Circle which applies)

E Exceptional P Proficient N Needs Improvement D Does Not Meet Expectations

Percent Increase Recommended: _____

N. Performance Evaluation Signatures

I acknowledge that the information contained in this performance appraisal has been shared with me. I also understand that my signature indicates my understanding that the above confidentiality requirements are a condition of my continued employment. My signature does not necessarily indicate that I agree with my supervisor’s assessment of my performance. (Employee may attach comments.)

Employee’s Signature _____

Date Shared with Employee: _____

Method Used to Share Evaluation: ___ 1:1 discussion ___ by telephone ___ by mail ___ by email

Supervisor’s Signature _____

Reviewer Name (If Used) _____

Date Approved: _____

Must be signed by Supervisor’s Manager if given Rating of “Exceptional” or “Does not Meet Expectations”

O. Employee Comments (may be extended to back of form):