

PACE Appraisal

I. Employee Description			
Position Title	Informatics Pharmacist	Employee Name	-
Department	-	Supervisor	-Director of Pharmacy
Position Code		Created On :	10-22-2004
		Revised Date :	10-22-2004
HR Review And Approval	_____	Dept. Review And Approval :	_____
	Initial / Date		Initial / Date

II. Job Summary

Responsible for the development and use of technology and automation used in providing quality pharmaceutical care services. Assists the department director, department managers, and staff by providing data (clinical and business related) derived from automation technology in order to make sound operational decisions. Responsible for information system infrastructure of pharmacy and hospital-wide interfacing. Analyzes needs and develops hardware and software solutions for all pharmaceutical services. Supervises, evaluates Pharmacy System Administrator(s). Assists the Director of Pharmacy with the hiring and evaluation of other pharmacy personnel in the activities of pharmaceutical care services and any clinical, drug information, or patient-focused programs. Orchestrates, conducts and maintains records of training related to pharmacy automation and technology. Serves as a liaison to all technology vendors, IS department, Billing and Accounting, Clinical Informatics, Nursing, and other departments as required. Other responsibilities include, but are not limited to, maintaining all databases, formularies, billing, and reporting with respect to pharmacy.

III. Organization Key Result Area Review

Key Result Area	Option Name	Remarks
Trust	Exceeds :Consistently anticipates informational needs and meets those needs without being requested to do so.	<input type="checkbox"/>
	Exceeds :Is regarded by peers as a role model in providing service.	<input type="checkbox"/>
	Exceeds :Consistently acts as a leader to diffuse issues and resolve problems.	<input type="checkbox"/>
	Exceeds :Always makes an extra effort to ensure that patients/families/other customers have a positive customer experience while at XXXXX Hospital.	<input type="checkbox"/>

Exceeds :Consistently displays an outgoing and exemplary courtesy to patients, customers, coworkers and visitors, as demonstrated by feedback to the Supervisor.	<input type="checkbox"/>
Meets :Upholds every individual's right to privacy and modesty by creating and maintaining a secure, safe and trusting environment.	<input type="checkbox"/>
Meets :Demonstrates value and commitment to coworkers and team by collaborating with co-workers and demonstrating the other values included in Customer Loyalty Standard #2: Teamwork.	<input type="checkbox"/>
Meets :Builds trusting relationships by treating every coworker professionally and by recognizing that each one has areas of expertise.	<input type="checkbox"/>
Meets :Communicates effectively and respectfully with customers and aligns communication with XXXXX Hospital Customer Loyalty standard #1: Communication.	<input type="checkbox"/>
Meets :Demonstrates a commitment to living Customer Loyalty Standard 3: Privacy/Confidentiality.	<input type="checkbox"/>
Meets :Does not share computer passwords with anyone else or post them for others to see.	<input type="checkbox"/>
Meets :Follows proper guidelines for disposing of confidential information (e.g. the appropriate use of green trash bags).	<input type="checkbox"/>
Meets :Does not use hospital computer systems to access any information unless specifically required for his/her job.	<input type="checkbox"/>
Meets :Complies with all HIPAA regulations, XXXXXXXX Hospital policies and all other federal and state laws relating to privacy and confidentiality.	<input type="checkbox"/>
Meets :Maintains a customer's and co-workers' privacy e.g. closing curtains, knocking on closed doors, announcing himself/herself before entering when privacy curtains are closed, not sharing private conversations with others, etc.	<input type="checkbox"/>
Meets :Ensures that patient and other confidential information is secured at all times (i.e., patient charts are closed, information is placed face down on desktops, computers are turned off or a screen saver is invoked).	<input type="checkbox"/>
Meets :Does not inappropriately talk about coworkers or other departments with customers.	<input type="checkbox"/>

	Meets :Shares customer information only with coworkers directly having a need to know.	<input type="checkbox"/>
	Meets :Works collaboratively with others to establish and maintain positive working relationships; acknowledges others' contributions; engages in joint problem solving and idea generation.	<input type="checkbox"/>
	Meets :Consistently follows the Key Principles when dealing with others: Maintain or Enhance Self-Esteem, Listen and Respond with Empathy, Involve the Customer.	<input type="checkbox"/>
	Meets :Consistently follows the Service Steps when dealing with customers: 1) Acknowledge the person, 2) Clarify the situation, 3) Meet or Exceed the need, 4) Confirm satisfaction.	<input type="checkbox"/>
	Needs Improvement :Has been formally disciplined during the evaluation period regarding the inability to communicate effectively (written and/or verbal). Employee has not improved with retraining/coaching/counseling/discipline.	<input type="checkbox"/>
	Needs Improvement :Has had more than two reasonable, significant and substantiated complaints during the evaluation period regarding Customer Loyalty Standards 1, 2 or 3.	<input type="checkbox"/>
	Needs Improvement :Has been formally disciplined during the evaluation period regarding any item covered in Customer Loyalty Standards 1, 2 or 3.	<input type="checkbox"/>
	Needs Improvement :Has been careless with confidential data/personal health information on one occasion during the evaluation period.	<input type="checkbox"/>
Excellence	Exceeds :Serves as a role model in dedication and commitment to excellence.	<input type="checkbox"/>
	Exceeds :Has made at least one suggestion for improving services that has resulted in removing barriers to providing superior customer service and /or made processes more efficient or cost effective.	<input type="checkbox"/>
	Exceeds :Takes a leadership role in department-based and/or organization-wide performance improvement efforts.	<input type="checkbox"/>
	Exceeds :Supervisor has received 10 or more messages of appreciation that staff member has exceeded patient/customer expectations.	<input type="checkbox"/>

Exceeds :Takes initiative to increase professional scope of knowledge (i.e. by attending seminars, increasing knowledge base, attaining advanced certifications, reading professional trade literature) and/or to contribute new and innovative ideas that increase quality of care and customer service.	<input type="checkbox"/>
Exceeds :Strives for excellence by building upon past accomplishments and striving to achieve even higher levels of success. Looks for, and suggests ways to, continually improve services. Uses past experiences as a learning process.	<input type="checkbox"/>
Exceeds :Proactively brings forward ethical, legal and/or compliance issues to management’s attention and follows up to ensure appropriate action is taken.	<input type="checkbox"/>
Exceeds :Possesses an energetic and assertive achievement orientation; seeks opportunities to solve work problems and accomplishes challenging work goals.	<input type="checkbox"/>
Exceeds :Consistently takes on significant additional tasks to assure that projects are successful i.e. on time, on budget, and meeting all other expectations.	<input type="checkbox"/>
Exceeds :Seeks new learning opportunities; pursues intellectual challenges; enjoys changes in his/her work responsibilities, work processes or work environment.	<input type="checkbox"/>
Exceeds :Demonstrates resilience and flexibility in the face of obstacles; effectively channels emotions to manage job challenges and stresses; handles disappointment without losing effectiveness.	<input type="checkbox"/>
Meets :Actively participates in department-based and/or organization-wide performance improvement efforts.	<input type="checkbox"/>
Meets :Demonstrates a commitment to living Customer Loyalty Standards 4-6: Professional Image, Positive Attitude, and Speed of Service.	<input type="checkbox"/>
Meets :Greets customers/staff/other visitors to department or patient care areas in a friendly manner.	<input type="checkbox"/>
Meets :Continually aware of need for cost efficiency and containment and makes this a priority while maintaining the highest quality of customer service.	<input type="checkbox"/>
Meets :Promptly addresses customer needs. Demonstrates a sense of urgency and value for the customer’s time.	<input type="checkbox"/>

	Meets :Maintains a positive attitude and displays patience in dealing with customers and other staff.	<input type="checkbox"/>
	Meets :Provides the highest quality of service with utmost care and courtesy.	<input type="checkbox"/>
	Meets :Follows the professional appearance guidelines outlined in Human Resources Policy 8-115, Professional Appearance, and practices good personal hygiene.	<input type="checkbox"/>
	Meets :Has appropriately used the Service Recovery process. Has consistently “taken the HEAT” when the situation merited it: 1) Hear Them Out, 2) Empathize, 3) Apologize, 4) Take Responsibility for Action.	<input type="checkbox"/>
	Needs Improvement :Has been formally disciplined during the evaluation period regarding any item covered in Customer Loyalty standards 4, 5 or 6.	<input type="checkbox"/>
	Needs Improvement :Displays a lack of commitment to excellence, as observed and counseled by Supervisor. Has not improved with counseling and education.	<input type="checkbox"/>
Accountability	Exceeds :Serves as a resource by generating ideas, taking part in planning or developing policies and plans to improve the operation of the department or hospital.	<input type="checkbox"/>
	Exceeds :Consistently builds positive relationships with customers by actively soliciting questions, concerns and opinions and ensuring they receive the information they desire within established guidelines.	<input type="checkbox"/>
	Exceeds :Actively works to ensure the greatest possible return on investment for all institutional resources, and has made recommendations for at least one significant cost containment/quality improvement project.	<input type="checkbox"/>
	Exceeds :Proactively and consistently offers to work extra shifts when needed.	<input type="checkbox"/>
	Exceeds :Has not been tardy during the evaluation period.	<input type="checkbox"/>
	Meets :Manages conflicts and resolves personal and process difficulties efficiently and effectively.	<input type="checkbox"/>
	Meets :Demonstrates a commitment to living Customer Loyalty Standards: Information & Involvement, Environment & Safety Needs, and Sense of Ownership.	<input type="checkbox"/>
	Meets :Follows up with the customer to ensure that their needs were met and, if not, offers to make further contact with someone who can resolve the matter.	<input type="checkbox"/>

Meets :Directs questions and concerns to the appropriate individual if unable to personally assist.	<input type="checkbox"/>
Meets :Exercises good judgment in the use of BH resources.	<input type="checkbox"/>
Meets :Takes personal responsibility for assisting others.	<input type="checkbox"/>
Meets :Attends annual educational and training sessions, as appropriate.	<input type="checkbox"/>
Meets :Takes pride in the job they do, demonstrates responsibility for the outcomes of personal effort and recognizes that work is a reflection of self.	<input type="checkbox"/>
Meets :Promptly reports all accidents incidents or potential hazards through appropriate channels.	<input type="checkbox"/>
Meets :Addresses safety hazards, maintenance and/or décor problems by taking the necessary steps to fix them or ensuring that the appropriate individual is notified in a timely manner to do so.	<input type="checkbox"/>
Meets :Effectively balances the resources available with the needs of the customer to create a win-win.	<input type="checkbox"/>
Meets :Always accepts responsibility for actions, attitudes and mistakes.	<input type="checkbox"/>
Meets :Approaches work challenges with a “can do” mindset; considers oneself at least as capable as others; assumes that hard work will lead to successful outcomes.	<input type="checkbox"/>
Meets :Demonstrates a willingness to actively commit to his/her work and to invest one’s time, talent, and best efforts to accomplish organizational goals.	<input type="checkbox"/>
Meets :Creates an environment that induces feelings of cleanliness, safety and peace of mind and provides for the highest standards of safety for patients and others.	<input type="checkbox"/>
Meets :Uses time allotted for lunch/breaks as per department policies.	<input type="checkbox"/>
Meets :Exhibits flexibility in staffing schedules.	<input type="checkbox"/>
Meets :Maintains prompt and consistent attendance for work, meetings and all other obligations.	<input type="checkbox"/>
Needs Improvement :Actions/inactions have resulted in ineffective use of XXXXXX Hospital resources.	<input type="checkbox"/>
Needs Improvement :Has been formally disciplined during	<input type="checkbox"/>

	the evaluation period regarding any item covered in Customer Loyalty Standards 7, 8 or 9.	
	Needs Improvement :Has abused lunch/break time on more than two occasions.	<input type="checkbox"/>
Mutual Respect and Cultural Diversity	Exceeds :Has demonstrated initiative to support efforts to resolve respect and/or diversity issues in sensitive situations.	<input type="checkbox"/>
	Exceeds :Consistently demonstrates respect and sensitivity in his/her communications with others.	<input type="checkbox"/>
	Exceeds :Serves as a role model in demonstrating sensitivity to varying points of view.	<input type="checkbox"/>
	Exceeds :Consistently rises above respect and diversity issues by taking the “high road” in every situation.	<input type="checkbox"/>
	Exceeds :Takes the initiative to make changes when needed to accommodate different values and beliefs.	<input type="checkbox"/>
	Meets :Does not gossip.	<input type="checkbox"/>
	Meets :Demonstrates a commitment to living Customer Loyalty Standard 10: Respect.	<input type="checkbox"/>
	Meets :Is forthright and open with others. Refrains from saying anything behind someone’s back that they would not say to them directly.	<input type="checkbox"/>
	Meets :Is aware of and appreciates the rights, opinions and/or practices of customers and co-workers. Willing to learn from others’ points of view.	<input type="checkbox"/>
	Meets :Treats all patients/customers in a dignified manner.	<input type="checkbox"/>
	Meets :Attends to each patient/customer as if he/she is their one and only concern.	<input type="checkbox"/>
	Meets :Works well with other staff to provide quality services to all customers.	<input type="checkbox"/>
	Meets :Demonstrates respect for all members of the team.	<input type="checkbox"/>
	Meets :Respects different interpersonal styles, attitudes and behaviors, and health-related beliefs, and responds appropriately.	<input type="checkbox"/>
	Needs Improvement :Has been formally disciplined during the evaluation period regarding any item covered in Customer Loyalty Standards.	<input type="checkbox"/>
	Needs Improvement :Has been formally disciplined during	<input type="checkbox"/>

	the evaluation period regarding the use of offensive language or otherwise engaging in culturally offensive behavior.	
	Needs Improvement :Has shown a lack of respect for a staff member, customer or other person on one substantiated occasion during the evaluation period.	<input type="checkbox"/>

IV. Job Specific Key Result Area Review

Key Result Area	Option Name	Option value
Informatics Pharmacist	Exceeds :Takes initiative to implement technological measures to prevent medication variances.	<input type="checkbox"/>
	Exceeds :Effectively builds relationships with other technology related departments.	<input type="checkbox"/>
	Exceeds: Actively seeks at least one opportunity annually to either increase revenue or decrease expenses for BHHS or the department.	<input type="checkbox"/>
	Exceeds :Proactively identifies and works to correct pharmacy billing variances.	<input type="checkbox"/>
	Exceeds :Champions patient safety through implementation of technology.	<input type="checkbox"/>
	Meets :Manages inpatient drug master and formulary updates.	<input type="checkbox"/>
	Meets :Designs and conducts training for all technology systems.	<input type="checkbox"/>
	Meets :Manages selection and implementation of pharmacy technology.	<input type="checkbox"/>
	Meets :Maintains pharmacy information systems and databases for effective daily operations.	<input type="checkbox"/>
	Meets :Performs daily audit/correction for pharmacy charges.	<input type="checkbox"/>
	Meets :Represents pharmacy on interdisciplinary hospital committees.	<input type="checkbox"/>
	Meets :Designs, generates and interprets meaningful data reports for clinical and financial needs.	<input type="checkbox"/>
	Meets :Generates workload and other pharmacy reports in timely manner.	<input type="checkbox"/>
	Meets :Supports the drug formulary and supports the	<input type="checkbox"/>

	pharmacy econo-therapeutics program.	
	Needs Improvement :Supervisor has had to counsel on any of the above functions, and employee has failed to improve.	<input type="checkbox"/>
Other Activities	Exceeds :Consistently exhibits leadership skills by taking charge, when appropriate, for the efficient operation of Pharmacy.	<input type="checkbox"/>
	Exceeds :Utilizes time effectively. Consistently utilizes downtime to improve clinical and financial reporting.	<input type="checkbox"/>
	Meets :Interprets orders and screens patient profiles to insure accurate, safe, appropriate, and cost effective use of medications.	<input type="checkbox"/>
	Meets :Accurately dispenses and compounds medications.	<input type="checkbox"/>
	Meets :Completes work efficiently especially during high volume period.	<input type="checkbox"/>
	Meets :Works independently and autonomously. Never needs direction, but asks for assistance when necessary.	<input type="checkbox"/>
	Meets :Mentors new staff on distributive activities.	<input type="checkbox"/>
	Meets :Consistently follows all hospital, accrediting and regulatory pharmacy standards/laws, policies and procedures.	<input type="checkbox"/>
	Meets :Consistently enters/assures that allergy information correctly.	<input type="checkbox"/>
	Needs Improvement :More than three reasonable, significant and substantiated complaints are received during the evaluation period.	<input type="checkbox"/>
	Needs Improvement :Has been counseled for not following established policies/procedures/protocols. Has not improved with retraining.	<input type="checkbox"/>
	Needs Improvement :Does not address patient allergies, demographics.	<input type="checkbox"/>
Supervision of Pharmacy Systems Administrator(s) (PSA) and staff	Exceeds :Consistently recognized by staff for positive interactions and knowledge of systems and processes.	<input type="checkbox"/>
	Exceeds :Supervises PSA(s) in daily duties to insure effective workflow while optimizing resources. Maintains steady productivity and leads by professional example.	<input type="checkbox"/>
	Meets :Coordinates and provides appropriate technology	<input type="checkbox"/>

	education to staff and in-services on a regular basis.	
	Meets :Communicates clearly and professionally to technicians.	<input type="checkbox"/>
	Meets :Promotes and ensures teamwork and a collaborative environment.	<input type="checkbox"/>
	Needs Improvement :More than three reasonable, significant and substantiated complaints are received during the evaluation period.	<input type="checkbox"/>
	Needs Improvement :Fails to ensure adequate checks according to policies and procedures.	<input type="checkbox"/>
Performs Other Duties as Required	Exceeds :Makes recommendations for staff education, in-services and quality improvement at BHHS. Follows through approval and implementation stages as appropriate.	<input type="checkbox"/>
	Exceeds :Takes initiative to solve problems and recommend improvements of department procedures and intra or interdepartmental processes.	<input type="checkbox"/>
	Exceeds :With the approval of their supervisor, consistently takes on additional responsibilities that are outside of the scope of their position (not practice).	<input type="checkbox"/>
	Exceeds :Actively participates/takes a leadership role in a professional/state/national organization that is related to their specialty.	<input type="checkbox"/>
	Meets :Performs other duties as required.	<input type="checkbox"/>
	Meets :Always attends mandatory in-services and staff meetings and completes mandatory requirements on time.	<input type="checkbox"/>
	Meets :Completes all job functions as per departmental policies and procedures.	<input type="checkbox"/>
	Meets :Maintains current knowledge in present areas of responsibility (i.e., self education, attends ongoing educational programs).	<input type="checkbox"/>
	Meets :Demonstrates responsibility for his/her own standard of practice/scope of responsibility.	<input type="checkbox"/>
	Meets :Demonstrates competency at all levels in providing care to all patients based on age, sex, weight and demonstrated needs. For non-clinical areas, has attended training and demonstrates usage of age- specific customer service skills.	<input type="checkbox"/>

	Needs Improvement :Has missed one mandatory in-service without authorization during the evaluation period.	<input type="checkbox"/>
	Needs Improvement :Has been formally counseled more than once during the evaluation period with regard to following policies and procedures.	<input type="checkbox"/>
	Needs Improvement :Has not kept current on professional and healthcare trends, as observed by Supervisor.	<input type="checkbox"/>
	Needs Improvement :Has not maintained current licensure/certification.	<input type="checkbox"/>

V. Job Specific Competency Review

Competency Legend

Competency Continuum Level	Method of Assessment
0. Not Competent, Does not possess minimum level of Competency	O = Observed - Assessor has watched skill being performed in actual practice.
1. Learning (Developing), Minimum level of Competency	D = Demonstrated - Assessor has watched employee demonstrate or present this skill
2. Exhibiting (Developing), Some command of Competency	V = Verbalized - Employee has verbally demonstrated knowledge and competency of skill.
3. Demonstrating (Proficient), Consistent command of Competency	T = Test - An objective test measuring this competency was successfully completed.
4. Modeling (Proficient), Best example of Competency	
5. Teaching (Advanced), Instructs others in Competency	
6. Leading (Advanced), Innovates, advances Competency	

Competency Name/Type	Patient Population/Reviewed	Competency Continuum Level	Method of Assessment	Assessor
Age Specific Pharmacy Competency PROF: Professional/Trade Knowledge	All	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-

		<input type="checkbox"/> 6		
Pharmacist Competency Exam PROF: Professional/ Trade Knowledge	All	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-
IV Procedures CLIN: Clinical	All	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-
Abuse and Neglect Protocol CORE: Core Competencies	All	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-
Standard Precautions and Infection Control CORE: Core Competencies	All	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-
Patient Safety CORE: Core Competencies	All	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-
Pain Management CORE: Core Competencies		<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-

Promoting a Restraint Free Environment CORE: Core Competencies	All	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-
Emergency Preparedness CORE: Core Competencies	All	<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6	<input type="checkbox"/> O <input type="checkbox"/> D <input type="checkbox"/> V <input type="checkbox"/> T	-

VI. Performance Score

A. Organizational Key Result Areas

Overall Weight = 30.0 %

Key Result Area	Performance Rating Level	Weight	Score
Trust	-	25.00 %	-
Excellence	-	25.00 %	-
Accountability	-	25.00 %	-
Mutual Respect and Cultural Diversity	-	25.00 %	-
TOTAL for Organization Key Result Area		-	-

B. Job Specific Key Result Areas

Overall Weight = 70.0 %

Key Result Area	Performance Rating Level	Weight	Score
Systems Manager	-	80.00 %	-
Distributive Activities	-	10.00 %	-
Supervision of Technicians/Interns	-	5.00 %	-
Performs Other Duties as Required	-	5.00 %	-

TOTAL for Job Specific Key Result Area	-	-
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C. Total Score

Item	Weight	Score	Total
Organizational Key Result Area	30.00 %	-	-
Job Specific Key Result Area	70.00 %	-	-
TOTAL Score	100 %		-

VII. Required Signature

Employee Statement of Understanding

ADA DISCLAIMER:

This description does not state or imply that the duties listed above are the only duties to be performed by the position incumbent. Employees are required to follow job-related instructions and perform other job-related activities requested by their supervisors.

All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with physical or mental disabilities as defined in the Americans with Disabilities Act. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, the patients or other employees.

EMPLOYEE CONFIDENTIALITY AND ETHICAL BEHAVIOR STATEMENT

I agree that, as an Employee of XXXXX Hospital, I have a legal and moral responsibility to protect the confidentiality of privileged information obtained by me through the delivery of patient care and/or daily facility operations, and I agree not to share or release patient health information or other confidential information to anyone who does not have a right or need to know.

I understand that the improper communication of confidential information (i.e. the release, possession, copying, use, reading or discussion of such information inappropriately or without proper authority) is strictly prohibited and considered grounds for disciplinary action up to and including termination of employment. If I am provided a password for accessing the organization's computer system(s), I agree to make every reasonable effort to protect its confidentiality. If I believe that the security of my password has been breached, I will contact Information Services to obtain a new one as soon as possible.

Confidential information includes, but is not limited to, information pertaining to patient care, risk management, the medical staff, quality improvement, utilization review, budgets, revenues, debts, real estate developments, investments, financial statements, medical records, business plans, employee benefit programs, retirement plans, disciplinary actions, human resources issues, physician recruitment, business

acquisitions, collaborative activities, mergers, and joint venture activities. This includes, but is not limited to, information learned from verbal, written, computerized, faxed, emailed, audio or video taped, observed, or other means.

I understand my responsibility to follow XXXXXX Hospital guidelines as stated in the HIPAA Privacy Policies and the Confidentiality and Privacy Under HIPAA Policy (HR-8-119). These policies are available electronically on the XXXX Hospital intranet and in print form in all departments and units. I understand that the Hospital will take disciplinary action against anyone who does not follow these established guidelines.

COMPLIANCE STATEMENT

It is the responsibility of all employees and members of the medical staff to make certain that Hospital services are provided in an ethical, legal and compliant manner and to disclose to management any violation or perceived violation of Hospital policies. I understand that failure to report fraudulent behavior will result in disciplinary action up to and including termination of employment.

Currently, I am unaware of any issue that could pose a risk of non-compliance to XXXXXX Hospital. If I am or do become aware of any activity that could pose a risk of non-compliance and/or may violate XXXXXX Hospital's Corporate Compliance Standards, I will notify the HIPAA Privacy Officer at 353-5050 immediately.

HARASSMENT

I promise that I will fully comply with the employer's policies against sexual and other forms of unlawful harassment. I agree that I will not engage in any conduct that would constitute unlawful harassment of another individual. I also agree to comply with my obligations under the policy to report any sexual harassment or other form of unlawful harassment immediately to the Human Resources Department. I understand that my employer will be unable to promptly investigate and remedy problems that may arise if I fail to cooperate fully and fulfill these essential commitments.

MISSION, VISION, VALUES

I agree to uphold the Mission, Vision and Values (Trust * Excellence * Accountability * Mutual Respect) of XXXXXX Hospital and Healthcare System.

HUMAN RESOURCE POLICIES

I understand that a Human Resources Policy Manual is available to me through Human Resources or my department director for review. The Manual is intended as a guide for policies, benefits, and general information that should assist me during my employment. The Human Resources Policy Manual and the Employee Handbook will not be construed as a contract. I agree to accept and abide by the provisions and guidelines outlined in the Manual and the Handbook. XXXXXX Hospital reserves the right to make changes in content or application as it deems appropriate, and these changes may be implemented even if they have not been communicated, reprinted or substituted in this Handbook or the Human Resources Policy

Manual.

I understand that XXXXXX Hospital is an "at-will" employer, meaning that my employment has no specified term and that the employment relationship may be terminated any time at the will of either party on notice to the other. I also realize that the use of progressive discipline or the failure to use progressive discipline will not change my at-will employment status.

I understand that this document is intended to describe the general nature and level of work being performed. The statements in this document are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. I further understand that my signature does not indicate that I agree with the performance evaluation completed by my supervisor, only that the evaluation has been discussed with me and that I have read and agree with the statements under section VII. Employee Statement of Understanding.

Employee Name (Print): _____ **Date:** _____

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

Director Signature: _____ **Date:** _____