

# PERSONNEL EVALUATION

Employee's Name \_\_\_\_\_

Inclusive Dates of Appraisal \_\_\_\_\_ to \_\_\_\_\_

## INSTRUCTIONS:

PLEASE USE DISCRETION IN THE HANDLING OF THIS CONFIDENTIAL DOCUMENT. DO NOT DISCUSS THE CONTENTS OF THIS OR ANY OTHER EVALUATION WITH ANYONE ELSE. THESE ARE CONFIDENTIAL DOCUMENTS. THE FINISHED (OR PARTIALLY FINISHED) DOCUMENT SHOULD BE KEPT IN AN INTER-OFFICE MAIL ENVELOPE. Employees will be responsible to provide a copy of their goals and a copy of their accomplishments for the rating period to their supervisor NLT 15 days before the end of their rating period. Supervisors will be responsible for distribution and collection of forms. Supervisors are responsible for mathematical tallying of scores and submission to administrator.

## QUALITY is the correctness of work duties performed

- \_\_\_\_\_ Careless, does not pay attention to detail, makes recurring errors
- \_\_\_\_\_ Makes unacceptable number of errors
- \_\_\_\_\_ Is accurate most of the time, makes occasional errors
- \_\_\_\_\_ Is extremely accurate, rarely makes errors

## RELIABILITY is the degree to which the individual can be relied upon to do the right thing under whatever circumstances may occur

- \_\_\_\_\_ Is unreliable; cannot be depended upon to make good decisions
- \_\_\_\_\_ Is sometimes unreliable; dependant upon whether or not the person is in agreement
- \_\_\_\_\_ Is reliable. Makes the right decision for the organization most of the time
- \_\_\_\_\_ Is extremely reliable. Can always be counted on.

## CREATIVITY is talent for new ideas, for finding new and better ways and for being imaginative

- \_\_\_\_\_ Resists new ideas
- \_\_\_\_\_ Rarely has a new idea; is unimaginative
- \_\_\_\_\_ Frequently suggests new ways of doing things; is imaginative
- \_\_\_\_\_ Continually seeks new and better ways of doing things—is extremely imaginative

## FRIENDLINESS is the sociability and warmth that an individual imparts in his or her attitude towards patients, other employees, supervisor and/or persons he or she may supervise

- \_\_\_\_\_ Unfriendly, unkind to patients
- \_\_\_\_\_ Distant, difficult to get to know
- \_\_\_\_\_ Approachable, friendly to peers and patients
- \_\_\_\_\_ Extremely sociable; excellent at establishing good will with peers and patients

## PERSONALITY is an individual's behavioral characteristics of personal suitability for the job

- \_\_\_\_\_ Personality unsatisfactory for this job
- \_\_\_\_\_ Personality questionable for this job
- \_\_\_\_\_ Personality satisfactory for this job
- \_\_\_\_\_ Outstanding personality for this job

## PERSONAL APPEARANCE is the personal impression an individual makes on others. (Consider cleanliness, grooming, neatness and appropriateness of dress on the job.)

- \_\_\_\_\_ Very untidy or consistently wears inappropriate clothing
- \_\_\_\_\_ Sometimes inappropriate and careless about personal appearance
- \_\_\_\_\_ Careful about personal appearance; appropriate in dress
- \_\_\_\_\_ Unusually well groomed; very neat; always wears appropriate clothing

## HOUSEKEEPING is the orderliness and cleanliness with which an individual keeps the work area

- \_\_\_\_\_ Disorderly and untidy
- \_\_\_\_\_ Some tendency to be careless and untidy
- \_\_\_\_\_ Ordinarily keeps work area fairly neat
- \_\_\_\_\_ Unusually neat, clean and orderly

## DEPENDABILITY is the ability to do required jobs with a minimum of supervision

- \_\_\_\_\_ Requires close supervision; unreliable
- \_\_\_\_\_ Sometimes requires prompting
- \_\_\_\_\_ Requires little supervision; is reliable
- \_\_\_\_\_ Can be depended on always, works well with no direct supervision.

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**DRIVE is the desire to excel by achieving goals**

**SUPERVISORS AND PHYSICIANS ONLY, PLEASE**

- Has poorly defined goals or puts forth minimal effort to achieve goals
- Sets goals too low; puts forth some effort to achieve
- Strives hard; has desire to achieve goals which are set
- Sets ambitious goals and strives incessantly to reach them

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**JOB KNOWLEDGE is the information concerning work duties that an individual should know for a satisfactory job performance**

- Poorly informed about work duties and makes little attempt to gain knowledge
- Lacks knowledge of some phases of work; moderately informed
- Understands most phases of work; can answer most questions
- Has excellent working knowledge of all phases of job

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**QUANTITY OF WORK is the amount of work an individual does in a work day.**

- Does not meet minimum requirements
- Does just enough to get by
- Volume of work is satisfactory
- Very industrious; does more than is required; looks for jobs to do in slow time

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**STABILITY is the ability to withstand pressure and to remain calm in crisis situation**

- Goes to pieces under pressure; is jumpy and nervous; overreacts to negatives
- Occasionally "blows up" under pressure; is easily irritated
- Tolerates most pressure; handles crises better than average person
- Performs well under pressure; meets the challenge of solving a crisis

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**COURTESY is the polite attention an individual gives patients and peers**

- Blunt; discourteous; antagonistic
- Agreeable and pleasant although sometimes tactless
- Polite and willing to help
- Inspiring to others in being courteous and very pleasant

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**TEAMWORK is the willingness to work cheerfully with other staff members to perform any and all functions needed to assure the smooth operation of the practice, care of the patient, and making things work for everyone.**

- Uncooperative and unwilling to help others
- Will help when pushed, but complains or is unpleasant
- Offers help and is pleasant when called on
- Very inspiring in "spirit of cooperation" and looks for ways to "make things work"

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**PUNCTUALITY is being ready for (and starting) work on time in the morning and after lunch.**

- Excessively late
- Frequently late
- Occasionally late
- Never late

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**PATIENT CARE is the overall performance in patient care and serving patient needs**

- Does not appear to be concerned about patient care
- Mechanically gives patient care
- Meets most patient needs
- Alert to total patient needs and meets them

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**ABSENTEEISM is the amount of time an employee is not at work (unexcused absences only should be considered here)**

**OFFICE MGR OR SUPERVISOR ONLY WILL MAKE THIS ENTRY.**

- Unexcused** absences in this rating period

**SUPERVISORY SKILLS is the amount of expertise in the field of managing employees and their assignments  
(MUST BE SUPPORTED BY STATEMENT)**

- \_\_\_\_\_ Less than satisfactory skills, not improving
- \_\_\_\_\_ Marginal supervisory skills, but improving
- \_\_\_\_\_ Good supervisory skills, strives to improve
- \_\_\_\_\_ Outstanding supervisory skills

**TOTALS**

Scoring will be an "X" in the applicable category.

- Any "X" in the Unsatisfactory category will equal -2 points**
- Any "X" in the Substandard category will equal -1 point**
- Any "X" in the Above average category will equal +1 point**
- Any "X" in the Outstanding category will equal +2 points**

**For Supervisor's use only**

- \_\_\_\_\_ Unsatisfactory points
- \_\_\_\_\_ Substandard, but making progress points
- \_\_\_\_\_ Above average points
- \_\_\_\_\_ Outstanding points

Additional (anonymous) Remarks:

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Rater's Name \_\_\_\_\_

Rater's Signature \_\_\_\_\_

Date \_\_\_\_\_

**RETURN THIS FORM**

TO: \_\_\_\_\_

NLT: \_\_\_\_\_

**NOTE: EVALUATIONS RECEIVED AFTER THIS DATE WILL NOT BE CONSIDERED TOWARD AN INDIVIDUAL'S SCORE.**