

**Eminent Medical Center
JOB DESCRIPTION/PERFORMANCE EVALUATION**

DATE:

EMPLOYEE NAME:

JOB TITLE:	UNIT SECRETARY
DEPARTMENT:	Post Surgical Unit (PSU)
REPORTS TO:	Director of Clinical Services/Charge Nurse
JOB SUMMARY:	The Unit Secretary is responsible for departmental functions in support of the hospital mission, vision, and facility goals. The Unit Secretary offers needed support to the nursing staff of the department. The Unit Secretary is self-driven with duties assigned and has a good individual prioritization of duties. This position establishes effective team-working relationships with all constituencies including patients, physicians, employees, visitors and vendors. Specific functions can vary depending on the area to which the employee is assigned. The Unit Secretary ensures that Standard Precautions are followed at all times. Implements safe work practices and provides knowledgeable guidance and evaluation of environment of care including life safety (fire prevention) security, hazardous and waste management, emergency preparedness, infection control and the safe use of medical equipment and utilities. Maintains positive behaviors, attitude and commitment to interpersonal service toward physicians, patients, families, visitors and co-workers.
POSITION QUALIFICATIONS <ul style="list-style-type: none"> • Education • Experience • Licenses/Certifications/ Registrations • Knowledge/Skills/Abilities • Physical Demands (see attachment) 	<ul style="list-style-type: none"> • Recommend a minimum of 6 months experience as a Unit Secretary in a hospital / facility setting • Has good computer skills and organizational skills • Current CPR • Ability to read and interpret documents such as safety rules, operating and technical instructions and procedure manuals • Ability to write routine correspondence • Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions satisfactorily • Be able to perform this job and expectations of the job successfully and independently
ORGANIZATIONAL RELATIONSHIPS:	Supervises: No direct reports Contacts/Interacts with: Physicians, all hospital staff, patients visitors and families.
POSITION COMPETENCIES/ RESPONSIBILITIES:	Competencies and responsibilities associated with each position are a combination of <u>hospital wide</u> and <u>department specific</u> standards. The department specific standards include the competencies appropriate to the ages of the customer served. The employee's competencies are evaluated on an on-going basis, and formally documented at least annually as part of the Performance Appraisal process.
	<ul style="list-style-type: none"> • Job knowledge/Responsibilities/Productivity • Customer Service/Relationship/Communication

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**HOSPITAL-WIDE CORE
COMPETENCIES/
RESPONSIBILITIES**

- Environment of Care/Patient Safety
- Infection Control/Employee Health and Safety
- Performance Improvement/Case Management/Social Service
- Patient Rights

POSITION COMPETENCIES/RESPONSIBILITIES
(specifics included in attached PE document)

AGE APPROPRIATE CARE:

- | | |
|---|---|
| <input type="checkbox"/> Toddler (2 yr to 4 yrs) | <input type="checkbox"/> Preschool (4 yrs to 6 yrs) |
| <input type="checkbox"/> School Age (6 yrs to 12 yrs) | <input type="checkbox"/> Adolescent (13 yrs to 18 yrs) |
| <input type="checkbox"/> Early Adulthood (18 yrs to 29 yrs) | <input type="checkbox"/> Young Adult (30 yrs to 44 Yrs) |
| <input type="checkbox"/> Middle Adult (45 yrs to 65 yrs) | <input type="checkbox"/> Geriatric (65 yrs and over) |
| <input type="checkbox"/> Not Applicable | |

PERFORMANCE EVALUATION:

Performance will be evaluated based on hospital-wide and department specific competencies and responsibilities of the position annually. Measures of effectiveness will include: observation by director and others review of documentation, customer feedback, monitoring of quality indicators, participation in team meetings/education opportunities, and self-assessment.

Every effort has been made to make this job description as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment for the position.

* I have reviewed the job description and received a copy of it. I attest that I can perform all essential functions of this position including the physical and mental/emotional demands of the position with or without reasonable accommodations.

Employee Signature

Date

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PHYSICAL DEMANDS:

PHYSICAL REQUIREMENTS/HAZARDS

Frequency	None	Some	Freq.	Very Freq.
Lifting > 50 lbs.		X		
Lifting > 20 lbs.		X		
Pushing > 50 lbs.		X		
Pulling > 50 lbs.		X		
Stooping, Kneeling		X		
Crawl	X			
Climb	X			
Balance		X		

Some = 1 - 4 times/day or 10% Freq. = 20 - 40 times/day or 33%
 Very Freq. = 100 times/day or 56%

WORKING CONDITIONS:

- INSIDE [Specify major working conditions]
- OUTSIDE [Specify major working conditions]

Physical Requirements:

- Manual Dexterity (eye-hand coordination)
- Perform shift work
- Maneuver weight of patients
- Hear alarm/phone/tape recorder/equipment
- Walk 6 hours per day
- Reach above shoulder
- Repetitive arm/hand movements
- Finger dexterity
- On Call Work
- Color vision
- Acuity - Near
- Acuity - Far
- Depth perception

Hazards:

- Exposure to toxic/chemical/detergents
- Exposure to extreme conditions: hot/cold
- Exposure to dust/fumes/helicopter drafts
- Exposure to moving mechanical parts
- Exposure to potential electrical shock
- Exposure to X-ray/electromagnetic energy
- Exposure to high pitched noises
- Exposure to communicable diseases
- Exposure to pathogen exposure
- Exposure to risk exposure
- Use of latex gloves

Mental/Emotional Requirements:

- Manage stress appropriately
- Handle multiple priorities
- Works alone
- Manage anger/fear/hostility/violence
- Work in areas that are confined and/or crowded

Work Positions (% of time spent):

Sitting: 50% Standing: 20% Walking: 30%

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ANNUAL REVIEW

EMPLOYEE NAME:	JOB TITLE: Unit Secretary
DATE:	DEPARTMENT: PSU

PERFORMANCE EVALUATION

PERFORMANCE INDICATORS:

4 – Exemplary Constantly exceeds standards and is instrumental in improving the departments effectiveness as a result of individual performance.

3 – Good, Solid Performer Consistently displays good solid performance, meets all job standards.

2 – Need Improvement Meets less than 100% of job standards, Employee Improvement Plan in place.

1 – Unacceptable Immediate improvement expected to justify employment.

(UTILIZE COMMENT SECTION TO DOCUMENT WEAKNESSES, STRENGTHS, EXAMPLES OF EXEMPLARY PERFORMANCE, ETC.)

HOSPITAL-WIDE CORE COMPETENCIES/RESPONSIBILITIES

JOB KNOWLEDGE/RESPONSIBILITIES/PRODUCTIVITY:	Rating:
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- Understands Mission of Eminent Medical Center, explains role in actualizing the Mission.
- Completes work in acceptable time frame, independently.
 - Demonstrates ability to prioritize tasks and demonstrates flexibility as job priorities change, willing to take on new work routines/methods.
- Carries out duties in a way that is most productive/effective.
- Deals with job stress effectively during peak workload occasions.
- Demonstrates a positive, “can do”, attitude.
- Work is accurate and complete.
- Demonstrates knowledge, understanding and application of hospital policies/procedures in performing job functions.
- Uses local resources (manuals, reference materials, colleagues, supervisors) to insure course of action.
- Demonstrates sound judgment in handling situations not covered by written, verbal directions.
- Open to change, manages change positively, willingly evaluates and adapts actions as the hospital and external healthcare environment changes.
- Seeks additional tasks during times of light workload, recognizes duties to be performed although not directly assigned.
- Adheres to attendance, punctuality, meal break and rest period policies.
- Follows dress code and maintains professional appearance at all times.
- Demonstrates willingness to assist/orient new employees and work with students/interns as they learn about the healthcare industry.
- Willingness to adjust personal schedule periodically as workload fluctuates and department needs require.
- Identifies and makes recommendations for department processes to improve in service effective and efficiency.
- Takes responsibility to complete initial/annual competencies as directed.
- Willingly keeps up with information necessary for job, identifies learning needs.
- Attends 100% of department meetings/ or reviews presented information.

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- Assumes responsibility for continuing education requirements if applicable.

COMMENTS:

CUSTOMER SERVICE/RELATIONSHIP/COMMUNICATIONS:

Rating:

- Functions as a team member, exhibiting sensitivity, fairness, courtesy, trust, respect and willingness to balance personal needs with group needs, taking initiative to help as needed.
- Communicates information about customers/employees only as necessary to conduct hospital related business.
- Communication is clear and concise, FREE OF GOSSIP, respectful, confidential, friendly and courteous.
- Listens actively to promote harmonious and cooperative working environment.
- Consistently communicates verbally and nonverbally in a manner that demonstrates a positive and cooperative attitude.
- Adheres to strictest confidentiality in dealing with patients, families, hospital personnel and the public.
- Keeps supervisor apprised of work progress.
- Accepts and acts upon constructive criticism in a positive manner in order to upgrade abilities.
- Has a pro-active attitude about problem resolution. Channels suggestions, criticism, and questions to the appropriate personnel.
- Deals with conflict by confronting, forgiving, and moving on.
- Responds to request promptly and courteously, demonstrates willingness "to go the extra mile".
- Treats all contacts as customers/guest. Understands own role in organization regarding customer service.
- Anticipates customer's needs and provides for them as quickly as possible.
- Models core values to co-workers continuously.
- Provides department directors, co-workers, and employees with reliable, pertinent information related to work performance.
- Demonstrates sound command of the primary language needed for the performance of duties.
- Stress excellence in telephone etiquette.

COMMENTS:

ENVIRONMENT OF CARE/PATIENT SAFETY:

Rating:

Safety

- Follows hospital and departmental safety policies and procedures.
- Applies "safety first" philosophy in all practices.
- Promptly reports unsafe situations/conditions to supervisor.
- Utilizes occurrence-reporting system as indicated.
- Uses appropriate body mechanics/lifting techniques.
- Uses precaution associated with radiation hazards.

Security

- Wears name badge at all times.
- Knows and implements proper notification procedures for security issues.
- Follows policies and procedures regarding locked areas in building.

Hazardous Materials/Waste

- Locates and correctly uses MSDS manual.
- Explains process in cleaning up spills.
- Uses appropriate personal protective equipment when working with or near hazardous materials.
- Stores, handles, dispose of hazardous material appropriately.

Emergency Preparedness/Life Safety

- States codes and individual role in responding to Fire, Severe Weather, Bomb Threat, Internal and External Disaster situations.

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- Knowledgeable of facility Bioterrorism Plan and role in community.
- Able to describe/demonstrates RACE and use of fire extinguishers.
- Locates and currently uses Safety Manual as a reference.

Equipment

- Uses equipment safely and accordingly to manufactures instructions.
- Recognizes equipment malfunction and report promptly.
- Aware of "Safe Medical Device Act" and reports accordingly.
- Competencies to use equipment are documented prior to use with patient.

Utilities

- Notifies appropriate director of water/electric/telephone problem noted.
- Demonstrates response to a partial or complete utility system failure appropriate to position.
- Knows location and procedure of "shut off" controls as applicable to position.

COMMENTS:

INFECTION CONTROL/EMPLOYEE HEALTH:

Rating:

- Demonstrates knowledge of standard precautions and aseptic technique.
- Locates and utilizes personal protective equipment as applicable.
- Demonstrates proper hand-washing technique.
- Utilizes Infection Control/Employee Health manual as a references as needed.
- Follows T.B. control plan, cooperates with required testing.
- Reports exposures promptly and seeks assistance for care/follow-up.
- Follows policies and procedures regarding injuries prevention, reporting and follow-up on employee injuries.
- Keeps work area clean and neat.

COMMENTS:

PERFORMANCE IMPROVEMENT:

Rating:

- Assists in evaluating new products, techniques and/or methods and provides appropriate feedback for improvement purposes.
- Knowledgeable of hospital Performance Improvement Program, and role of department and individual employee.
- Participate on Performance Improvement teams to improve processes whenever possible.
- Implements actions, as appropriate, recommended by Performance Improvement teams.
- Knowledgeable of identification and reporting of a Sentinel Event.

COMMENTS:

PATIENT RIGHTS/ETHICS AND COMPLIANCE:

Rating:

- Demonstrates understanding of Patients Rights and Responsibilities.
- Demonstrates knowledge/awareness of Advance Directive, Organ/Tissue Donation, Grievance policy Ethical Issue Resolution Policy, Organizational Ethics Policy and Forensic Staff Orientation and Education.
- Demonstrates knowledge of cultural, spiritual, and age related consideration when interacting/caring for patients.
- Employees conduct reflects the organizations values and commitment to the code of conduct.
- Ethics and Compliance policies and procedures are followed where applicable to job responsibilities.

COMMENTS:

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POSITION COMPETENCIES/RESPONSIBILITIES	Rating:
<ul style="list-style-type: none">- Using Standard Precautions at all times- Competent in computer skills and good organizational skills- Answering call lights and assisting patients as appropriate and unit telephone- Knowledgeable of safe environment of care- Follows equipment safety guidelines- Assists in Unit paperwork flow –<ul style="list-style-type: none">Patient medical record set-upAssist in hospital Performance Improvement duties / tracking as assigned- Assist with cleaning and make rooms ready for new patients in a timely manner- Performs duties independently without requiring prompting by supervising RN's or Director- Performs all other duties as assigned	
COMMENTS:	

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PERFORMANCE EVALUATION TOTALS

Employee Name: _____

Evaluation Key:

Weighted Score

I. Hospital-Wide Core Competencies/Responsibilities

_____ X .50 = _____

(Total Score ÷ 6)

II. Position Competencies/ Responsibilities

_____ X .50 = _____

(Total Score ÷ _____)

Total Score = _____

Merit Increase = _____

Recommended Goals to Enhance Effectives:

Employee Comments:

Acknowledgements/Approvals:

Employee Name

Date

Director/Supervisor

Date

Human Resources Representative

Date

Chief Executive Officer/Chief Nursing Officer/
Chief Financial Officer

Date

Salary Adjustment:

_____ + _____ = _____
Current rate **amt of increase** **New Rate**

Effective Date: _____

% of increase

BEHAVIOR STANDARDS

These Standards enable us to exceed customer expectations in the Clinical, Service, Financial, Leadership and Partnership Management areas of our business.

Customer Service (Patients,visitors,Physicians,Co-Workers,Managers)

I will promote the health and well being of all patients who seek care at Eminent Medical Center by adhering to the following processes:

Keep a safe environment

Know and provide Surgeon preferences

Insure Medication Safety

Prevent Injury

Prevent Surgical Site Infections

Prevent Wrong Site surgery using Universal Protocol

Schedule my first choice / Handle my first call

Start my cases on time / Minimize my turnover time

I will always strive to meet our customer's needs by using AIDET:

Acknowledge the patient my name. Make eye contact. Ask: "Is there anything I can do for you?"

Introduce yourself, your skill set, your professional certification and experience.

Duration – Give an accurate time expectation for tests, physician arrival and overall treatment.

Explanation – Explain step by step what will happen, answer questions and leave a phone number where you can be reached.

Thank the patient for choosing your hospital and for their communication and cooperation. Thank the family for assistance and being there to support the patient.

I will recognize and respect the increasing diversity of our community. I will treat colleagues and those I serve who differ by gender, race, religion, culture, national origin, mental and physical abilities and sexual orientation with dignity, respect and compassion.

I will recognize that every member of the EMC team makes important contributions.

I will adhere to department and hospital policies such as attendance, smoking, dress code, use of phones and other electronic devices.

I will respect and protect the privacy of our patients, by discussing patient issues only with those who need to know, by refraining from talking in public areas, and by making sure that all patient data remains secured within the facility.

I will refrain from criticizing EMC in the workplace and in the community and realize the many benefits of managing up.

I will continue to learn and seek new knowledge to enhance my skills and ability to serve.

I will strive to maintain personal well-being and balance of work and personal life.

I will have a sense of ownership by:

taking any concern seriously and seek resolution or understanding – asking for help if the concern is beyond my ability or scope of authority.

approaching those who appear to need help or be lost and assist/direct them appropriately.

cleaning up litter, debris and spills promptly or notifying the best resource to keep the hospital environment clean and safe.

remain conscious of the enormous cost of health care and optimize resources while delivering exemplary service.

I will wear my ID badge where it can be easily seen.

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I will smile, make eye contact, greet others, and speak in ways that are easily understood and show concern and interest; actively listen.

I will recognize that body language and tone of voice are important parts of communication.

I will listen and respond to dissatisfied patients, families, visitors and/or colleagues.

I will remain calm when confronted with or responding to pressure situations.

I will show commitment to my Co-Workers by:

recognizing and encouraging positive behaviors

promoting interdepartmental cooperation

provide private constructive feedback for inappropriate behaviors

listening and avoiding defensiveness when receiving constructive feedback, responding in a positive manner and making changes to behavior when needed.

recognizing that regardless of job, role or title all members of the EMC team are equally important .

being respectful, professional.

I will respond promptly to any form of communication.

I will report to work as scheduled, or will communicate delays as appropriate.

I will offer assistance to coworkers and other departments when needed.

I will provide coworkers with a short report, for continuity of workflow, when I leave my shift, or when I am going to be out of the office.

I will be mindful and respectful of others' time and schedules. Meetings will start and end on time.

I will be accountable when completing assignments and respect deadlines.

I will use my e-mail:

for business only.

tool options appropriately, when I am going to be away for a period of time.

I will be aware of potential computer viruses and only open e-mail from outside the facility if I know the sender.

I will provide services to all our customers including patients, their families, physician, their staff, and my co-workers, just as I would to my own family.

My signature below indicates that I have been given a copy of the Behavior Standards. I will try to uphold these standards to the best of my ability.

Name: _____ Signature: _____
Printed

Date: _____