

**EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION**

DATE:

EMPLOYEE NAME:

JOB TITLE:	Director of Plant Operations / Safety Officer
DEPARTMENT:	PLANT OPERATIONS
REPORTS TO:	CEO
JOB SUMMARY:	The Department Director is responsible for all departmental functions in support of the hospital mission, vision, and facility goals. The Director identifies the cost-effective systems needed to support the business of the department taking into account business trends, resource availability and changes in customers. This position establishes effective working relationships with all constituencies including patients, physicians, employees, volunteers and vendors. The Director identifies and remedies through continuous customer satisfaction data and employee involvement. The Department Director works with Senior Management in meeting Facility goals. The Director Oversees environmental services, linen services, waste disposal, biomedical equipment inspections and serves as the Safety Officer
POSITION QUALIFICATIONS • Education • Experience • Licenses/Certifications/ Registrations • Knowledge/Skills/Abilities • Physical Demands (see attachment)	• High School graduate or equivalent • Some college preferred • Must have training in or five (5) years experience in general maintenance duties of a hospital. • Regulatory expertise in all areas covered by Director • Good working knowledge of repair and maintenance of equipment found in a hospital setting other than that maintained by Bio-Med services • Good aural activity to detect malfunctions of equipment. • Good eye-hand coordination and manual dexterity.
ORGANIZATIONAL RELATIONSHIPS:	Supervises: Environmental Service Staff and Plant Operations mechanic. Contracts/Interacts with: Physicians, all staff, patients/families, and visitors. Regulating agency staff, and vendors. Career Path: Suggested Promotion From: Plant Op, Engineer Suggested Promotion To: No direct line of promotion
POSITION COMPETENCIES/ RESPONSIBILITIES:	Competencies and responsibilities associated with each position are a combination of hospital wide and department specific 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

EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION

	process.
HOSPITAL-WIDE CORE COMPETENCIES/ RESPONSIBILITIES	• Job knowledge & Responsibilities / Productivity • Customer Service/Relationship/Communication • Environment of Care/Patient Safety • Infection Control / Employee Health and Safety • Performance Improvement • Patient Rights

POSITION COMPETENCIES/RESPONSIBILITIES (specifics included in attached PE document)	
AGE APPROPRIATE CARE:	
☐ Toddler (1 yr to 4 yrs)	☐ Preschool (4 yrs to 6 yrs)
☐ School Age (6 yrs to 12 yrs)	☐ Adolescent (13 yrs to 18 yrs)
☐ Early Adulthood (18 yrs to 29 yrs)	☐ Young Adult (30 yrs to 44 Yrs)
☐ Middle Adult (45 yrs to 65 yrs)	☐ Geriatric (65 yrs and over)
☒ Not Applicable	

PERFORMANCE EVALUATION:

Performance will be evaluated based on hospital-wide and department specific competencies and responsibilities of the position at least annually. Measures of effectiveness will include: observation by Administration 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

PHYSICAL DEMANDS:

EMINENT MEDICAL CENTER **JOB DESCRIPTION/PERFORMANCE EVALUATION**

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:

- (X) INSIDE [Specify major working conditions]
 (X) OUTSIDE [Specify major working conditions]

Physical Requirements:

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

Hazards:

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

Mental/Emotional Requirements:

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

Work Positions (% of time spent):

Sitting: 25 % Standing: 25 % Walking: 50 %

☐ **ANNUAL REVIEW**

**EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION**

EMPLOYEE NAME:	JOB TITLE: Director Plant Operations
DATE:	DEPARTMENT: PLANT OPERATIONS
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. 1 – Needs Improvement Meets less than 100% of job standards, Employee Improvement Plan in place. 0 – 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:
• 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 <u>and</u> 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. • Assumes responsibility for continuing education requirements if applicable.	
COMMENTS:	
CUSTOMER SERVICE/RELATIONSHIP/COMMUNICATIONS:	Rating:

EMINENT MEDICAL CENTER JOB DESCRIPTION/PERFORMANCE EVALUATION

- 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 (Code: Pink, Purple).
- 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.
- Able to describe/demonstrates RACE and use of fire extinguishers.
- Locates and currently uses Safety Manual as a reference.

Equipment

EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION

- Uses equipment safely and accordingly to manufactures instructions.
- Recognizes equipment malfunction and report promptly.

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:

- Review “Sentinel Event Alerts” and applies recommendations into policies/procedures/practices as appropriate.
- Assists in evaluating new products, techniques and/or methods and provides appropriate feedback for 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 of cultural, spiritual, and age related consideration when interacting/caring for patients.
- Employee’s 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:

POSITION COMPETENCIES/RESPONSIBILITIES

LEADERSHIP

Rating:

EMINENT MEDICAL CENTER JOB DESCRIPTION/PERFORMANCE EVALUATION

- Consistently demonstrates professional behavior and exhibits strong leadership skills.
- Standards:
- Demonstrates effective communication, delegation, empowerment, and negotiation skills
 - Motivates employees
 - Improves and / or maintains high employee morale as measured by the employee satisfaction survey
 - Successful at implementing change and managing and resolving conflict
 - Participates in the continual viability of the facility through program development
 - Supports the philosophy, mission, goals, and objectives of the institution
 - Develops, implements and revises policies and procedures that guide and support the provision of services
 - Strong team player
 - Serves as a resource to Senior Management
 - Integrates department's services with the hospital's primary functions and with other departments

COMMENTS:

CUSTOMER SERVICE

Rating:

Promotes a positive customer service attitude, which encourages quality patient care and enhances the image / reputation of the facility.

Standards:

- Timely issue identification and resolution. Completes a response to customer concerns [either written, verbal, or personal visit] within 72 hours.
- Consistently shares patients, employee, and physician satisfaction survey results with all employees
- Ability to show improvement and / or maintain already high scores on the patient and employee satisfaction surveys
- Establishes policy and procedure to improve customer service and / or eliminate barriers to meeting customers' needs
- Coordinates and integrates services within department and with other departments

COMMENTS:

EDUCATION

Rating:

- Seeks opportunities for professional growth and ensures the safety and quality of patient care through competency assessment and verification.

Standards:

- 100% of new staff attend hospital orientation
- 100% of new staff received department specific orientation
- 100% of staff attend / complete annual update
- Determines the qualification and competency of department personnel who provide patient care services and who are not licensed independent practitioners
- Verifies staff competencies upon hire, during orientation, and ongoing throughout employment
- Assesses educational needs for employees and self
- Maintains licensure and all other certifications
- Completes all requirements of leadership training
- Provides for orientation, in-service training, and continuing education of all persons in the department

COMMENTS:

EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION

FINANCE/RESOURCE EFFICIENCY	Rating:
• Accepts responsibility for managing and utilizing resources in a fiscally responsible and ethical manner. Standards: - Uses hospital resources effectively - Staffs according to fluctuations in volume to achieve established productivity goals within 5% - Implements corrective action plans and provides justification for negative productivity and operating expense variance _ 5% - Completes yearly operational and capital budgets by due dates - Supports hospital's resource utilization plan as defined in individual's department specific goals - Recommends space and other resources needed by the departments - Participates in selecting outside sources for needed services	
COMMENTS:	
ETHICS	Rating:
• Adheres to Corporate Code of Conduct and demonstrates professional and ethical behavior at all times. Standards: - 100% of staff attends Code of Conduct training - Promotes awareness and compliance of hospital's policies and procedures pertaining to organizational ethics	
COMMENTS:	
PERFORMANCE IMPROVEMENT	Rating:
• Ensures participation in performance Improvement activities to improve patient outcomes . STANDARDS: ○ Promotes Performance Improvement activities through the design and cost effective processes that support excellent age specific care. ○ Prioritize department activities to correlate with the mission, vision, and values of the organization. ○ Uses aggregate data to effectively analyze opportunities to reduce errors, identify problem prone processes and make decisions for improving clinical outcomes. ○ Continuously assesses and improves department's performance. ○ Maintains appropriate quality control programs.	
Comments	
OTHER	Rating:
• Meets all required deadlines, Demonstrates discretionary ability in establishing priorities. • Provides functional direction to assigned personnel. • Performs preventive maintenance on a variety of equipment according to established procedures. • Inspects, calibrates, adjusts, lubricates and repairs or replaces components. • Performs and documents scheduled inspections and electrical safety tests necessary to maintain conformance to code requirements. • Maintains records in compliance with State/Joint Commission/OSHA requirements.	

EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION

- Chairs the Safety Committee. Reports to the Safety committee any safety inspections, activities or unsafe findings for the committee action.
- Directs and participates in the development of departmental safety and disaster policies.
- Participates in the development of the safety education program for new employees, and annual education for all employees.
- Develops and implements a program for collection and evaluation of hazardous materials.
- Reviews, summarized, and documents problems and actions regarding Life Safety Code.
- Assists the Safety Committee in performing area semi-annual inspection for environmental hazards and unsafe practices. Works with hospital staff to insure implementation of Safety Committee recommendations.

Comments

**EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION**

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 ÷ 6) |

Total Score = _____

Merit Increase = _____

Recommended Goals to Enhance Effectives:

Employee Comments:

Acknowledgements/Approvals:

_____	_____
Employee Name	Date
_____	_____
CNO	Date
_____	_____
Human Resources Representative	Date
_____	_____
Chief Executive Officer	Date

Salary Adjustment:

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

Effective Date: _____

%
of increase

**EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION**

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 (EMC) 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.

EMINENT MEDICAL CENTER
JOB DESCRIPTION/PERFORMANCE EVALUATION

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

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 theses standards to the best of my ability.

Name: _____ Signature: _____
Printed

Date: _____