

Department of Health and Human Services
Indian Health Service
PERFORMANCE APPRAISAL SYSTEM (PAS)

I. IDENTIFYING INFORMATION

Employee Name: _____ Social Security Number: _____

Title/Series/Grade: **Clinical Applications Coordinator** Location: **Whiteriver Service Unit**
GS-644-12

II. PERFORMANCE PLAN COMMUNICATED AND APPROVED

Number of Performance Elements Under This Plan: **Six**

Rating Official's Signature: _____ Date: _____

Employee's Signature: _____ Date: _____

III. PROGRESS REVIEW

Rating Officials are **required** to comment on their employee's progress for each performance element under "Progress Review"

Date Conducted: _____

Rating Official's Signature: _____

Employee's Signature: _____

NOTE: Identified performance problems **require** the supervisor to prepare a Performance Improvement Plan (PIP) for the employee.

IV. PERFORMANCE EVALUATION AND RATING

Rating for the Period: FROM: **January 1, 2005** TO: **December 31, 2005**

Performance Element 1:	Acceptable	Unacceptable
Performance Element 2:	Acceptable	Unacceptable
Performance Element 3:	Acceptable	Unacceptable
Performance Element 4:	Acceptable	Unacceptable
Performance Element 5:	Acceptable	Unacceptable
Performance Element 6:	Acceptable	Unacceptable

OVERALL PERFORMANCE RATING ACCEPTABLE UNACCEPTABLE
(An employee who is rated UNACCEPTABLE on one or more elements must receive an overall rating of UNACCEPTABLE)

Rating Official Signature: _____ Date: _____

Employee Signature: _____ Date: _____

Reviewing Official Signature: _____ Date: _____
(Required if Unacceptable Rating is Assigned)

Indian Health Service
PERFORMANCE APPRAISAL SYSTEM
 Employee Work Plan

Name Catherine Moore	Title Clinical Applications Coordinator	Series & Grade GS-644-12
Location Whiteriver Service Unit	Period Covered from From: January 1, 2005 To: December 31, 2005	

PERFORMANCE ELEMENT – Element Number 1 *(Description of ‘major’ duty or task required of the position. The element must be Measurable and attainable and within the employee’s authority to achieve)*

PROFESSIONAL PERFORMANCE

Employee coordinates the implementation of the Electronic Health Record and supports the multi-service software packages that automate the capture of clinical encounter information and its subsequent retrieval. The multi-service applications that support the Indian Health Service Electronic Health Record (EHR) are defined as, but not limited to Patient Care Component (PCC), Text-Integration Utility (TIU), Case management, Health Summary and View Patient Record (VPR).

“ACCEPTABLE” PERFORMANCE STANDARD *(Description of the “acceptable” level of performance expected of the employee by the supervisor, and how it will be measured and evaluated)*

1. Manages the customization of the site parameters and addresses integration issues with other software packages
2. Periodically reviews site parameters and local tables with each service for accuracy and completeness
3. The incumbent coordinates implementation of new software products obtained by the facility that cover these functions.
4. Analyzes and evaluates processes related to information flow, serving as liaison between service lines concerning these processes and meeting with departments heads on a regular basis.
5. Maintains an awareness and comprehensive understanding of clinical software activities throughout the service unit. Such activities may include, but are not limited to the teleradiology and telemedicine programs.

PROGRESS REVIEW *(Performance feedback to the employee comparing current performance to the performance standard expectations; recording Acceptable progress and/or performance problems)*

Identified performance problems requires the supervisor to prepare a Performance Improvement Plan (PIP) for the employee.

PERFORMANCE RESULTS *(Final employee performance evaluation covering the performance period)*

Check one: **Acceptable** **Unacceptable Performance**

COMMENTS:

Indian Health Service
PERFORMANCE APPRAISAL SYSTEM
Employee Work Plan

Name Catherine Moore	Title Clinical Applications Coordinator	Series & Grade GS-644-12
Location Whiteriver Service Unit	Period Covered from From: January 1, 2005 To: December 31, 2005	

PERFORMANCE ELEMENT – Element Number 2 *(Description of ‘major’ duty or task required of the position. The element must be Measurable and attainable and within the employee’s authority to achieve)*

TRAINING

Provides training to all services on current clinical software applications, new features and insures training is scheduled for new users.

“ACCEPTABLE” PERFORMANCE STANDARD *(Description of the “acceptable” level of performance expected of the employee by the supervisor, and how it will be measured and evaluated)*

1. Emphasizes timeliness, accuracy, security and the importance of these functions on every clinical application during training sessions.
2. Coordinates classes with Information Resource Management (IRM) training section and serves as backup for basic training classes.
3. Coordinates with staff development on clinical application training issues.

PROGRESS REVIEW *(Performance feedback to the employee comparing current performance to the performance standard expectations; recording Acceptable progress and/or performance problems)*

Identified performance problems requires the supervisor to prepare a Performance Improvement Plan (PIP) for the employee.

PERFORMANCE RESULTS *(Final employee performance evaluation covering the performance period)*

Check one: **Acceptable** **Unacceptable Performance**

COMMENTS:

Indian Health Service
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PERFORMANCE ELEMENT – Element Number 3 *(Description of ‘major’ duty or task required of the position. The element must be Measurable and attainable and within the employee’s authority to achieve)*

COMMUNICATION

Provides respectful, clear, and concise written and verbal information to members of the health care team in a timely and appropriate manner.

“ACCEPTABLE” PERFORMANCE STANDARD *(Description of the “acceptable” level of performance expected of the employee by the supervisor, and how it will be measured and evaluated)*

1. Communicates with members of the health care team in a cooperative, timely, and professional manner .
2. Promotes an atmosphere that encourages enthusiasm and user participation in clinical computing.
3. Creates a positive environment for reporting application and/or system deficiencies and suggestions for system improvements and enhanced functionality.
4. Reviews and responds to communications, (i.e. e-mail, letters, memorandums, and telephone calls), in an appropriate and timely manner.
5. Coordinates with IRM staff and other application coordinators to implement integrated packages, resolve conflicts, provide secondary support on related software modules, and insure smooth operations in areas where package scope overlaps or is integrated with other services’ functions.

PROGRESS REVIEW *(Performance feedback to the employee comparing current performance to the performance standard expectations; recording Acceptable progress and/or performance problems)*

Identified performance problems requires the supervisor to prepare a Performance Improvement Plan (PIP) for the employee.

PERFORMANCE RESULTS *(Final employee performance evaluation covering the performance period)*

Check one: **Acceptable** **Unacceptable Performance**

COMMENTS:

Indian Health Service
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PERFORMANCE ELEMENT – Element Number 4 *(Description of ‘major’ duty or task required of the position. The element must be Measurable and attainable and within the employee’s authority to achieve)*

CUSTOMER SERVICE/SERVICE EXCELLENCE

Demonstrates individual actions that contribute to the Whiteriver Service Unit's performance of its mission, achievement of its vision, support of its values and enhancement of internal/external customer service in a positive manner.

“ACCEPTABLE” PERFORMANCE STANDARD *(Description of the “acceptable” level of performance expected of the employee by the supervisor, and how it will be measured and evaluated)*

1. Individual actions consistently exemplify good customer service/relations. Develops, enforces and supports Service Excellence expectations for the organization in a positive manner
2. Independently supports special projects that contribute to Performance Improvement opportunities.
3. Participates directly on at least one Performance Improvement Team annually.
4. Continuously demonstrates professional behavior and respect when interacting with customers, including patients and their families.
5. Promotes an awareness of the importance of data validity and data security. Coordinates efforts to correct deficiencies and errors that occur in the electronic record.

PROGRESS REVIEW *(Performance feedback to the employee comparing current performance to the performance standard expectations; recording Acceptable progress and/or performance problems)*

Identified performance problems requires the supervisor to prepare a Performance Improvement Plan (PIP) for the employee.

PERFORMANCE RESULTS *(Final employee performance evaluation covering the performance period)*

Check one: **Acceptable** **Unacceptable Performance**

COMMENTS:

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PERFORMANCE ELEMENT – Element Number 5 *(Description of ‘major’ duty or task required of the position. The element must be Measurable and attainable and within the employee’s authority to achieve)*

Assist the IHS Director in the accomplishment of his 2004 performance contract through the conscientious performance of assigned duties in support of the mission of the IHS to raise the health status of American Indians and Alaska Natives to the highest level.

“ACCEPTABLE” PERFORMANCE STANDARD *(Description of the “acceptable” level of performance expected of the employee by the supervisor, and how it will be measured and evaluated)*

- **Employee has contributed efforts as detailed by their position description that support the mission of the IHS.**

PROGRESS REVIEW *(Performance feedback to the employee comparing current performance to the performance standard expectations; recording Acceptable progress and/or performance problems)*

Identified performance problems requires the supervisor to prepare a Performance Improvement Plan (PIP) for the employee.

PERFORMANCE RESULTS *(Final employee performance evaluation covering the performance period)*

Check one: **Acceptable** **Unacceptable Performance**

COMMENTS: