

PERFORMANCE MANAGEMENT FORM—CASE COORDINATOR

**ENGLEWOOD HOSPITAL AND
MEDICAL CENTER**

**SUPERVISORY AND MANAGERIAL
PERFORMANCE MANAGEMENT
PROGRAM FORM**

NAME:	JOB TITLE: Case Coordinator
DEPARTMENT: Care Coordination	
APPRAISAL PERIOD:	APPRAISAL DATE:
REVIEWER'S NAME:	JOB TITLE: Director of Care Coordination

PERFORMANCE LEVELS:

5 = Far exceeds expectations—Performance consistently and significantly exceeds job requirements.

4 = Exceeds expectations—Performance frequently surpasses job requirements.

3 = Meets expectations—Performance meets all job requirements.

2 = Meets most expectations—Performance does not fully meet all job requirements.

1 = Does not meet expectations—Performance is below minimum job requirements.

Preparing your performance plan:

- Complete your plan and review with your Vice-President by March 30, 2001.
- Obtain Vice-President's signature in Section Two
- Completed and signed copies to be forwarded to the Organizational Development Department.

*Note: Certain individuals may not have any control over budgeted dollars or directly supervise staff. In those instances, your performance plan will not include the sections of Budget, Turnover/Retention, and Performance Appraisals. However, you should include additional goals as they relate to your management responsibilities in the organization.

<p>3. Implement InterQual and/or Milliman & Robertson Clinical Decision-Making Program on all patients</p> <p>4. Implement ongoing Care Coordination plan; reevaluate as needed as follows:</p> <ul style="list-style-type: none"> • Assign target length of stay • Establish methods to review cases for discharge issues, continued stay needs • Develop unit-based mechanisms in conjunction with nurse manager and care managers to communicate anticipated discharge dates and involve care managers in identifying patients who are off guideline or have additional needs <p>5. Participate in conferences, workshops, and other professional development activities to maintain licensure and/or remain professionally current with advances in field of expertise</p> <p>6. Ensure ongoing departmental compliance with JCAHO</p> <p>7. Psychiatric</p> <ul style="list-style-type: none"> • Collaborate and case conference with the multidisciplinary team to provide a complete healthcare delivery system • Coordinate on discharge the medical and mental health needs of the patient <p>8. MSICU</p> <ul style="list-style-type: none"> • Participate in multidisciplinary conferencing to ensure provision of a complete healthcare delivery system for the critically ill patient • Facilitate the smooth transition from MSICU to the medical-surgical unit • Case conference with the specific unit case coordinator on transfer • Assess need for long-term placement for ventilator patients and initiate discharge planning on a timely basis • Provide resources to family members • Provide emotional support to families of critically ill patients <p>9. Maternal/Child Health</p> <ul style="list-style-type: none"> • Collaborate daily with the multidisciplinary team to provide a complete healthcare delivery system encompassing the cultural, ethnic, and religious diversity of the clients • Maintain open communication with the physician, client, and insurance company to validate length of stay for the high-risk antepartum/postpartum/pediatric client • Provide maternal/child community resources for clients on discharge • Provide resources for the multiparity client • Manage maternity clients lacking prenatal care by providing home care/community follow-up • Manage maternity client leaving less than 48 hours after delivery with home care referral • Manage teen and single parent • Collect data and monitor variances to achieve positive patient outcomes 				
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<p>10. Neonatal Intensive Care Unit</p> <ul style="list-style-type: none"> • Collaborate daily with the multidisciplinary team to provide a complete health-care system and smooth transition from hospital to home for the neonate • Incorporate the plan of care with the insurance company and parent participation • Provide parents with available community resources and early intervention programs • Serve as a resource person in providing essential equipment, on discharge, for the high-risk neonate • Inform parents of outlying costs • Determine the financial ability of the parents to pay for the necessary equipment • Know of appropriate transitional care/rehabilitation program for the child with special needs • Collect data • Monitor variances to achieve positive patient outcomes <p>B. Budget</p> <ul style="list-style-type: none"> • Maintain an active role in establishing concurrent intervention to facilitate appropriate reimbursement • Provide ongoing education to physicians regarding the importance of their participation in concurrent stage 1 appeals; facilitate MD to MD communication as required • Facilitate appropriate and timely utilization of resources • Ensure that patients are receiving appropriate level of care on a timely basis by tracking system variances • Ensure cost containment but quality of service in arranging pneumograms 				
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Management				
A. Turnover <ul style="list-style-type: none"> • To improve turnover and retain staff • Use an interdisciplinary team approach • Participate in orientation of new staff • Participate in interviewing prospective candidates B. Communications <ul style="list-style-type: none"> • Maintain regular communication with the multidisciplinary staff to identify patient goals and to facilitate the patient's progression through the continuum of care and needs for safe discharge planning • Ensure that care coordination staff are well informed of medical center and department priorities C. Participation in medical center committees/events	%			
Totals:				

SECTION TWO: PERFORMANCE PLAN APPROVAL (SIGNATURES)	
APPRAISEE:	DATE:
REVIEWER:	DATE:
SECOND-LEVEL REVIEWER:	DATE:

SECTION THREE: ADHERENCE TO HOSPITAL/DEPARTMENT POLICIES AND REGULATIONS

	MEETS EXPECTATIONS	NEEDS IMPROVEMENT
1. Attendance/punctuality		
2. Dressing/grooming: Adhere to dress code policy by always exhibiting professionalism in my attire.		
3. Safety/environmental health		
4. Corporate compliance: Attend annual inservice, sign compliance agreement. Ensure that staff members meet corporate compliance regulations (e.g., attend inservices).		
5.		
COMMENTS:		

SECTION FOUR: KNOWLEDGE, SKILLS, AND ABILITIES

Consider the extent to which the employee's demonstrated knowledge, skills, and abilities appear to exceed, meet, or fall short of job expectations.

	EXCEEDS EXPECTATIONS	MEETS EXPECTATIONS	NEEDS IMPROVEMENT
Job knowledge/skills: The understanding of the principles, techniques, skills, practices, and procedures required by the job. The ability to use the materials and equipment required by the job.			
Planning and organizing: The ability to logically and effectively structure tasks, plan the work, establish priorities, and accomplish work activities.			
Communications: The ability to organize and present information clearly and concisely. The ability to keep supervisor, peers, and outsiders (if appropriate) informed about progress, problems, and developments.			
Teamwork: The ability to work effectively with supervisors and co-workers and to appropriately respond to requests for assistance as a productive team member.			
Initiative: The ability to act independently and offer suggestions and new ideas for improving performance and operations.			
Problem solving: The ability to analyze situations, identify problems, identify and evaluate alternative actions, and take appropriate actions.			
Guest relations: The demonstration of a courteous and helpful manner during interactions with others, such as patients, families, visitors, and other employees.			
COMMENTS:			

SECTION FIVE: SUMMARY OF OVERALL PERFORMANCE

Total (from **Section Three**): _____

COMMENTS:

SECTION SIX: APPRAISEE DEVELOPMENT

Identify areas for development and specific actions to be taken during the next appraisal period. These may include on-the-job training, special developmental assignments, and off-site training.

COMMENTS:

SECTION SEVEN: COMMENTS AND SIGNATURES

APPRAISEE COMMENTS AND SIGNATURE (The appraisee's signature [optional] indicates only that the appraisal has been discussed with the appraisee and does not indicate agreement with the appraisal.)

COMMENTS:

Signature:

Date:

REVIEWER COMMENTS (OPTIONAL) AND SIGNATURE

COMMENTS:

Signature:

Date:

SECOND LEVEL REVIEWER COMMENTS (OPTIONAL) AND SIGNATURE

COMMENTS:

Signature:

Date: