

**JOB DESCRIPTION  
PERFORMANCE EVALUATION**

<b>Employee Name:</b> _____	<b>Employee ID #:</b> _____
<b>Job Title:</b> Program Coordinator	<b>Supervised by:</b> Associate Director, Patient and Family Education Services
<b>Job Classification:</b> Classified, Non-Clinical	<b>Class Code:</b> 7256
<b>Prepared by:</b> _____	<b>Approved by:</b> _____
<b>Date:</b> Finalized on May 30, 2004	<b>Date:</b> June 1, 2004

**Job Summary:**

Utilizes interpersonal, computer, and project management skills to coordinate Patient and Family Centered Care (PFCC) advisor recruitment and retention, multiple councils' operations and initiatives, including lead coordination of Show U Care Grants. Serves as a resource and ensures the highest level of customer service to patient and family advisors, and councils' and committees' staff leads and advisors. Provides direct support to the Manager of Patient and Family Education, Council and Committee chairs/leads, in support of Patient and Family Centered Care activities and procedures.

**DUTIES AND RESPONSIBILITIES:**

**Note:** Comments are required for ratings of Outstanding, Exceeds the Standard, Needs Improvement, and Doesn't Meet Standard. Please make comments on the last page.

5 = Outstanding in demonstrating skill and competencies.

4 = Exceeds the Standard in demonstrating skill and competencies. Sustained proficiency and excellent results.

3 = Meets the Standard in demonstrating skill and competencies. Consistently productive with good results.

2 = Needs Improvement in demonstrating skill and competencies.

1 = Doesn't Meet Standard in demonstrating skill and competencies.

**Demonstrates Competency in the Following Areas:**

	<u>O</u>	<u>E</u>	<u>M</u>	<u>N</u>	<u>D</u>
1. Acts as a participating member of the Patient and Family Centered Care team and actively assists with the Patient and Family Centered Care Committee, Multiple Councils, and Show U Care grant meetings, and other related meetings as appropriate.	5	4	3	2	1
2. Actively supports the philosophy, goals, and objectives of patient and family centered care and education as they emulate the mission, vision, and values of the medical center.	5	4	3	2	1
3. Provides timely and accurate coordination of agendas, minutes, reminders, stakeholder communications and presentations for all council and related committee meetings and follow-ups. Must be able to attend council meetings to write minutes, which includes occasional evening times.	5	4	3	2	1
4. Accurately formats and types reports, surveys, letters, and memos for Councils and Advisor Recruitment Information Forums. Provides copying and faxing duties as needed.	5	4	3	2	1

**Demonstrates Competency in the Following Areas:**

	<b><u>O</u></b>	<b><u>E</u></b>	<b><u>M</u></b>	<b><u>N</u></b>	<b><u>D</u></b>
5. Coordinates scheduling, materials, equipment, room reservations and set-up for monthly Patient and Family Centered Care Committee and all Councils' meetings and minimum of 14 trainings/forums each year.	5	4	3	2	1
6. Accurately compiles reports and tracks trends within agreed upon timeframes for councils to assure alignment with, and outcome monitoring related to Patient and Family Centered program goals.	5	4	3	2	1
7. Provides administrative oversight of Show U Care Grants managing twice-a-year solicitations/request-for-proposals, coordinating review subcommittee of PFCC committee, fiscally managing funds with appropriate auditing trail for all allocations and strong communication and reporting to key Show U Care grant stakeholders.	5	4	3	2	1
8. Accurately manages timely coordination for travel, reimbursement documents and presentation preparation for conference and conference follow-ups.	5	4	3	2	1
9. Accurately and timely coordinates data entry and reports from patient/family advisor database.	5	4	3	2	1
10. Accurately formats and assures timely review of policies and procedures for Patient and Family Centered Care initiatives and Show U Care Grants.	5	4	3	2	1
11. Acts as a resource for patients, family members and staff for available patient and family education resources/agencies.	5	4	3	2	1
12. Promptly responds to patient, family, and staff council member's needs and concerns, as appropriate. Investigates suggestions and works with manager to find solutions.	5	4	3	2	1
13. Answers the telephone within 3 rings in a professional manner, using service excellence techniques; appropriately triages calls to staff and council members, obtains necessary information for the return call, and promptly initiates responsive actions to inquiry, as necessary.	5	4	3	2	1
14. Schedules meetings as needed between PFCC stakeholders, including council leads, staff, and administrators.	5	4	3	2	1
15. Effectively prioritizes work and deals with multiple demands and tasks.	5	4	3	2	1
16. Ability to work independently on projects with limited supervision.	5	4	3	2	1
17. Demonstrates the ability to be flexible and organized.	5	4	3	2	1
18. Performs other related duties as assigned.	5	4	3	2	1

**UWMC-Wide Competencies:**

<p>19. <b>HIPAA Compliance</b> – Demonstrates knowledge and understanding of patient privacy rights. Maintains complete confidentiality of all medical, financial, or other sensitive materials and information in printed, electronic or verbal form, which may jeopardize the privacy of patients. Accesses and uses the minimum necessary patient identifiable information and only when necessary to perform job responsibilities and duties.</p>	5	4	3	2	1
<p>20. <b>HIPAA Compliance</b> - Demonstrates knowledge and understanding of, and maintains complete confidentiality of employee information and medical center strategic plans and initiatives, financial information or other sensitive materials and information in printed, electronic or verbal form, which may jeopardize employee rights or medical center operations. Accesses and uses the minimum necessary employee and medical center information and only to perform job responsibilities and duties.</p>	5	4	3	2	1
<p>21. <b>Compliance Program</b> - Demonstrates knowledge and understanding of, and adherence to, UWMC's Compliance Program policies, procedures and standards of conduct. Demonstrates conduct that reflects a commitment to these standards. Participates in training activities as required by the compliance program by the stated deadlines.</p>	5	4	3	2	1
<p>22. <b>Cultural</b> - Demonstrates an awareness of the patients' and coworkers' views, traditions, and actions in light of individual cultures. Asks patients and families about specific beliefs, practices, and customs that may be relevant and important during medical treatment and hospitalization. Understands and is able to incorporate into patient care how those preferences affect the way in which care should be delivered. Respectfulness is shown to coworkers.</p>	5	4	3	2	1
<p>23. <b>Communication</b> - Ability to proficiently read, write, understand, and communicate in English commensurate with the duties and responsibilities of the position to understand and respond to policies, procedures, overhead pages and alarms, in a manner that will ensure personal health and safety, and the safety of other staff, patients, and visitors, during the course of an emergency or an unusual incident, should one occur while present at the work site or in the facility.</p>	5	4	3	2	1
<p>24. <b>Service Orientation</b> – Supports the organizational and service area's mission and vision. Demonstrates knowledge of and applies the UWMC Standards for Service Excellence: <b>Introduces</b> themselves; <b>Escorts</b> as needed; <b>Responds</b> and follows through with complaints; <b>Asks</b> what name the person wishes to be called; <b>Refers</b> people to those who can give assistance; <b>Apologizes</b> and provides additional services for patients who have been inconvenienced or who need special assistance; <b>Assists</b> if someone looks lost; <b>Privacy</b> is maintained and care-related discussions are conducted in private settings; <b>Anything</b> else is always the manner in which conversations are ended. Demonstrates the <b>ARISE (Accountability Respect Innovation Service Excellence)</b> values.</p>	5	4	3	2	1
<p>25. <b>Relationships and Teamwork</b> – Communicates effectively and respectfully with individuals and groups. Contributes to positive working relationships and collaborative teamwork with all disciplines and departments. Recognizes own stress and the impact on others. Identifies and manages stressors utilizing the guidance of others. Remains flexible with changes that are occurring in the department and/or medical center. Concerns/issues regarding departmental/organizational operations are communicated to the employee's supervisor/manager.</p>	5	4	3	2	1

26. <b>Economics of Care</b> - Demonstrates knowledge of cost efficiencies in the delivery of care such as identifying and pursuing quality improvement opportunities and utilizing appropriate supplies and resources.	5	4	3	2	1
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**Professional Requirements:**

	<b><u>O</u></b>	<b><u>E</u></b>	<b><u>M</u></b>	<b><u>N</u></b>	<b><u>D</u></b>
27. Appearance is neat, clean, and appropriate to position.	5	4	3	2	1
28. Completes annual educational requirements.	5	4	3	2	1
29. Reports to work on time and as scheduled; completes work in designated time.	5	4	3	2	1
30. Attends team, committee, and performance improvement meetings as appropriate.	5	4	3	2	1
<b>Total Points</b>	_____	_____	_____	_____	_____

**\*Total of Performance Evaluation Scores: \_\_\_\_\_**

**Regulatory Requirements:**

- High School Graduate or Equivalent; Bachelors level preferred.
- **AND** Minimum of two (2) years healthcare or social service setting.

**Language Skills:**

- Able to communicate effectively in English, both verbally and in writing.
- Strong presentation skills.

**Skills:**

- At least two years basic experience with MS Word '97. At least one year experience with Access or similar relational database.
- Ability to use all office equipment.
- Excellent interpersonal skills.
- Keyboard skills: 50 - 60 wpm.

**Physical Demands:**

- For physical demands of position, including vision, hearing, repetitive motion and environment, see following description.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position without compromising client care.

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I have received, read and understand the Position Description/Performance Evaluation above.

\_\_\_\_\_  
Name/Signature

\_\_\_\_\_  
Date