



Performance Appraisal

Performance Appraisal For the Non Teaching Staffs

Nurses

As performance appraisal is an important indicator for the organization as well as for the employees to understand their productivity and also to improve their performance. Performance appraisal is also a very crucial tool to ascertain the training needs of employees for the organisation.

RajaRajeswari Medical College and Hospital has formulated different performance appraisal formats based on the job, skill sets required to perform the job. The appraisals are done once a year.

Accordingly we have Performance appraisal for the nurses where the emphasis is on the patient care. We also have Privileging and Credentialing process for the Nurses which provides accuracy in terms of the qualification and skill sets required to perform different sets of procedures. This along with the performance appraisal format ensures that there is a constant monitoring and learning system within the organisation.

The performance appraisal is done by the nursing superintendent and medical superintendent is the reviewer.


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Lab Technicians

Along with the nursing staffs, technicians play a very important role in patient care, diagnostics and laboratory services. We have a Performance appraisal format for the Lab technicians which is customized. The performance appraisal form consists of both technical as well as behavioural aspects. This is done to ensure that an employee not only has to contribute through his output but his interaction with patients, superiors, colleagues are equally vital.

The performance appraisal is done by the concerned HOD with medical superintendent being the reviewer.

Admin and Other staffs

Administration and other staffs have a different performance appraisal format which focuses on their timely work, accuracy and behavioural aspects.

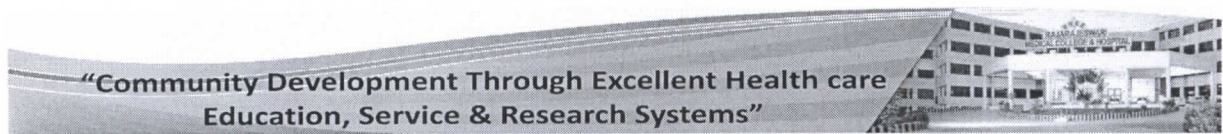
Performance Appraisal of Teaching Staffs


Faculties in RajaRajeswari Medical College and Hospital provide both medical education and health care delivery. Their responsibilities are dual fold hence the performance appraisal should reflect these 2 critical areas. The performance appraisal is done once a year. The HODs of each department do the performance appraisal for their subordinates and shall be reviewed by the Principal. For the HODs the performance appraisal is done once a year by the Principal, with reviewers being both the Executive Director and the Chairman.

Privileging and Credentialing is done for the teaching staffs which again validates the appraisal process.

Performance Appraisal for the Administrators

The appraisal format for the administrators focus on the management and administrative abilities with more prominence given to the problem solving and decision making abilities. The performance appraisal is done by the executive Director with the Chairman being the reviewer.




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Performance Appraisal of the Faculty :

Name :

Date :

Department :

Designation :

Appraiser :

Reviewer :

On the basis of your observation of this doctor, please use the table below to comment on his/her capabilities in relation to each of the areas listed, and indicate the basis upon which you have reached your judgement.

Areas Assessed	Excellent	Good	Average	Remarks If any
1. CLINICAL CARE				
• Assessment of the patient's condition based upon, history taking, Physical examination and recognition of clinical signs.				
• Selection of investigations and interpretation of results formulation of an appropriate management plan.				
• Practical skills				
• Understanding of the role of doctors/other health care professionals in care.				
• Understanding the importance and methods of record keeping.				

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2. MAINTAINING GOOD MEDICAL PRACTICE				
• Keeping knowledge and skills up to date				
3. PROFESSIONAL RELATIONSHIPS				
• Professional relationships with patients				
• Relations with other doctors				
• Relations with other health care professionals				
4. MAINTAINING YOUR PROFESSIONAL PERFORMANCE				
• Maintains knowledge of the law and other regulation relevant to your work				
• Participates in professional development and education activities				
• Takes part in and respond constructively to the outcome of systematic quality improvement activities (eg audit), appraisals and performance reviews				
5. APPLY KNOWLEDGE AND EXPERIENCE TO PRACTICE				
• Recognize and work within the limits of your competence				
• If you are in clinical role:				
1. Adequately access the patient's conditions				

2. Provide or arrange advice, investigations or treatment where necessary				
3. Prescribe drugs or treatment, including repeat prescriptions, safely and appropriately				
4. Provide effective treatments based on the best available evidence				
5. Take steps to alleviate pain and distress whether or not a cure may be possible				
6. Consult colleagues, or refer patients to colleagues, when this is in the patient's best interests				
6. ENSURE THAT ALL DOCUMENTATION (INCLUDING CLINICAL RECORDS) FORMALLY RECORDING YOUR WORK IS CLEAR, ACCURATE AND ELIGIBLE				
<ul style="list-style-type: none"> • Make and/or review records at the same time as the events are documented or as soon possible afterwards 				
<ul style="list-style-type: none"> • Ensure that any documentation that records your findings, decisions, information given to patients, drugs prescribed and other information or treatment is up to date and accurate 				
<ul style="list-style-type: none"> • Implement and comply with systems to protect patient confidentiality 				

7. CONTRIBUTE TO AND COMPLY WITH SYSTEMS TO PROTECT PATIENTS				
• Take part in systems of quality assurance and quality improvement				
• Comply with risk management and clinical governance procedures				
• Cooperate with legitimate requests for information from organizations monitoring public health				
• Provide information for confidential inquiries, significant event reporting				
• Make sure that all staff for whose performance you are responsible, including locums and students, are properly supervised				
• Report suspected adverse reactions				
• Ensure arrangements are made for continuing care of the patient where necessary				
• Ensure systems are in place for colleagues to raise concerns about risks to patients				
8. RESPOND TO RISKS TO SAFETY				
• Report risks in the healthcare environment to your employing or contracting bodies				

<ul style="list-style-type: none"> • Safeguard and protect the health and well-being of vulnerable people, including children and the elderly and those with learning disabilities 				
<ul style="list-style-type: none"> • Take action where there is evidence that a colleague's conduct, performance or health may be putting patients at risk 				
<ul style="list-style-type: none"> • Respond promptly to risks posed by patients 				
<ul style="list-style-type: none"> • Follow infection control procedures and regulations 				
9. PROTECT PATIENTS AND COLLEAGUES FROM ANY RISK POSED BY YOUR HEALTH				
<ul style="list-style-type: none"> • Make arrangements for accessing independent medical advice when necessary 				
<ul style="list-style-type: none"> • Be immunized against common serious communicable diseases where vaccines are available 				
10. COMMUNICATE EFFECTIVELY				
<ul style="list-style-type: none"> • Listen to patients and respect their views about their health 				
<ul style="list-style-type: none"> • Give patients the information they need in order to make decisions about their care in a way they can understand 				
<ul style="list-style-type: none"> • Respond to patients questions 				

<ul style="list-style-type: none"> • Keep patients informed about the progress of their care 				
<ul style="list-style-type: none"> • Explain to the patients when something has gone wrong 				
<ul style="list-style-type: none"> • Treat those close to the patient considerately 				
<ul style="list-style-type: none"> • Communicate effectively with colleagues within and outside the team 				
<ul style="list-style-type: none"> • Encourage colleagues to contribute to discussions and to communicate effectively with each other 				
<ul style="list-style-type: none"> • Pass on information to colleagues involved in, or taking over, your patient's care 				
11. WORK CONSTRUCTIVELY WITH COLLEAGUES AND DELEGATE EFFECTIVELY				
<ul style="list-style-type: none"> • Treat colleagues fairly and with respect 				
<ul style="list-style-type: none"> • Support colleagues who have problems with their performance, conduct or health 				
<ul style="list-style-type: none"> • Act as a positive role model for colleagues 				
<ul style="list-style-type: none"> • Ensure colleagues to whom you delegate have appropriate qualifications and experience 				
<ul style="list-style-type: none"> • Provide effective leadership as appropriate to their role 				
12. ESTABLISH AND MAINTAIN PARTNERSHIPS WITH PATIENTS				
<ul style="list-style-type: none"> • Encourage patients to take an interest in their health and to take action to improve and maintain it 				

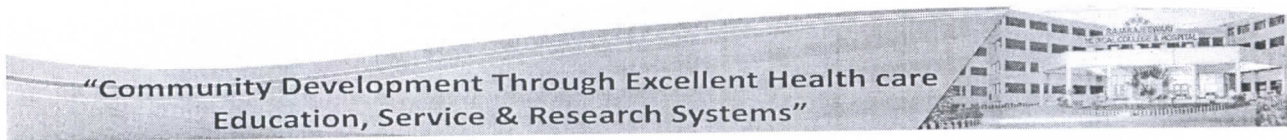
<ul style="list-style-type: none"> • Be satisfied that you have consent or other valid authority before you undertake any examination or investigation, provide treatment or involve patients in teaching or research 				
13. TREAT PATIENTS AND COLLEAGUES FAIRLY AND WITHOUT DISCRIMINATION				
<ul style="list-style-type: none"> • Be honest and objective when appraising or assessing colleagues and when writing references 				
<ul style="list-style-type: none"> • Respond promptly and fully to complaints 				
<ul style="list-style-type: none"> • Provide care on the basis of the patient's needs and the likely effect of treatment 				
14. ACT WITH HONESTY AND INTEGRITY				
<ul style="list-style-type: none"> • Ensure you have adequate indemnity or insurance cover for your practice 				
<ul style="list-style-type: none"> • Be honest in financial and commercial dealings 				
<ul style="list-style-type: none"> • Ensure any published information about your services is factual and verifiable 				
<ul style="list-style-type: none"> • Be honest in any formal statement or report, whether written or oral making clear the limits of your knowledge or competence 				
<ul style="list-style-type: none"> • Inform patients about any fees and charges before starting treatment 				

<ul style="list-style-type: none"> If you undertake research, obtain appropriate ethical approval and honestly report results. 				
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Signature of the Faculty :

Signature of the Appraiser :

Signature of the Reviewer :



[Handwritten Signature]

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Performance Appraisal Form of Nursing Staff

Name of the Employee:
 Date of Joining:
 Total experience:
 Appraisal period:
 Appraiser's Name & Signature:
 Evaluator's Name & Signature:

Scales:

1 = Poor 2 = Below Average 3 = Average 4 = Above Average 5 = Excellent

Quality of Work	Evaluation of the Reporting Authority (Nursing Superintendent)	Evaluation of the Appraiser (Medical Superintendent)	Reviewer
Knowledge of Job			
Communication Skills			
Interpersonal Skills			
Concern for Patient Safety			
Concern for Patient Comfort			
Assessing patient Status			
Planning and implementing Emergency care			
Documenting nursing activities			
Participating as a team member with other healthcare professionals			

Comments:

Date: _____

Name of Employee & Signature:

[Handwritten Signature]

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PERFORMANCE APPRAISAL FORM

Name of the Employee : _____
 Date of Joining : _____
 Designation : _____
 Name of the Appraiser : _____
 Period covered for the Appraisal
 From : _____ To : _____
 Appraisal Date : _____

GRADE	SCORE OF PERFORMANCE
LOW	0 to 30
AVERAGE	30 to 50
Good	50 to 90
OUTSATANDING	90 to 120

OUTSATANDING	GOOD	AVERAGE	LOW
5	4	3	2

Note :- Rating can be given according to the above mentioned assessment scale.

SN	RATING FACTORS	Self	Appraiser
A APPROACH TO WORK			
1	Fellows Instruction		
2	Acceptable & Flexible		
3	Ability to Plan		

B	Technical skills	Self	Appraiser
4	Job Knowledge		
5	Skill to handle Work		
6	Computer Skills		
C Quality of work			
8	Accuracy		
9	Reliability		
10	Client Satisfaction		

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Handling Target	Self	Appraiser
11 Completion of work on - time		
12 Ability to work under pressure		
13 Handling New Portfolio		
E Interpersonal skills		
15 Relationship with Colleagues	Self	Appraiser

F Communication skills		
19 Oral & Written expression		
G Willingness for Development		
21 Seeks training & Development	Self	Appraiser
22 Open to ideas		

H Personality		
23 Enthusiastic	Self	Appraiser
24 Trustworthy		

I Code of conduct		
25 Work place Etiquette	Self	Appraiser
26 Punctuality		
27 Discipline		

J Leadership		
28 team work	Self	Appraiser
29 team Building		
30 New strategy & Direction		

ANY SUGGESION FOR GROWTH OF THE ORGANISATION :

SIGNATURE BY EMPLOYEE

REMARKS BY APPRAISER :

SIGNATURE BY APPRAISER

SIGNATURE BY HR