

BETHESDA HEALTH GROUP, INC
LONG TERM CARE DIVISION
JOB DESCRIPTION/PERFORMANCE APPRAISAL

JOB TITLE: Certified Nurse Assistant Employee Name: _____
DEPARTMENT: Nursing Hire Date: _____
SUPERVISED BY: Charge Nurse Review Date: _____
Nursing Supervisor

JOB CLASSIFICATION: Non-Exempt

All the duties and standards of this position will be performed according to established policies, procedures and guidelines within the department and the organization.

These examples of work are not all encompassing or restrictive, and are expected to vary with changing needs and priorities. The duties for a specific position with this title will be defined and assigned by the immediate department director/manager.

Job Summary:

The Certified Nurse Assistant is responsible for providing resident care related services including but not limited to services relative to hygiene, nutrition, ambulation, elimination and safety.

JOB QUALIFICATIONS:

- A) **EDUCATION AND TRAINING:**
Certified Nurse Assistant Certification
High school diploma preferred but not required
- B) **LICENSING/REGISTRATION/CERTIFICATION:**
Certified Nurse Aide in Missouri.
- C) **EXPERIENCE:**
Long-term care experience is preferred.
- D) **SKILLS AND ABILITIES:**
Excellent communication skills to interact verbally with patients, visitors and staff.
Ability to manage time and organize daily schedule to meet productivity standards.

An individual without requisites stated above may present a written justification explaining the relevance of his/her background for a specific vacant position. Depending on organizational needs and availability of more qualified applicants, an applicant may have some or all requisites revised or waived at Bethesda Health Group's discretion.

PHYSICAL AND MENTAL EFFORT:

- Ability to stand and walk for long periods of time.
- Ability to lift heavy objects using proper lifting techniques and with assistance as necessary.
- Ability to transfer and move patients who vary with ability to assist weighing 200+ lb. using proper lifting techniques and with assistance as necessary.
- Ability to push and pull equipment weighing in excess of 40 lbs. using proper techniques and with assistance as necessary.
- Manual dexterity, coordination and skillful use of hands when working with patient and equipment, which may include pushing buttons, adjusting dials, turning on/off switches, buckling, holding and positioning limbs/body parts, etc.
- Ability to physically perform necessary documentation in writing or use of tape recorder.
- Visual acuity with the ability to distinguish color.

ENVIRONMENTAL AND WORKING CONDITIONS:

Long-term care setting. May be exposed to sharps, blood, body fluids, and chemicals.

BLOOD BORNE PATHOGENS CATEGORY: Exposure Risk: High-Offer Hepatitis B vaccination

HEPATITIS A VACCINATION: Required

MACHINES/EQUIPMENT/TOOLS:

PRIMARY:	Sphygmomanometer	Thermometer	Blood Glucose Monitoring Device
	Weight Scales	Lifts	Wheelchair
	Beds	Safety/Restraining Devices	
	Telephone	Computer Hardware and Software	

SECONDARY: Facsimile Machine
Copier

HIPAA Requirement: PHI Access

The Certified Nurse Assistant will have limited access to PHI necessary for the performance of the duties of this position.

The purpose of the performance review is for the supervisor and the employee to thoroughly review the employee's past performance and develop goals and objectives for the coming year.

The following performance levels should be used to rate the employee's level of performance with regard to each duty:

A rating of 1 – DOES NOT MEET STANDARDS: The standard is not always met. The level of performance is generally below what is expected, showing need for improvement. A plan of action for improvement must be written.

A rating of 3 – MEETS STANDARDS: The standard is met. The level of performance meets the standard requirements of the position. Assignments are performed in an acceptable manner.

A rating of 5 – EXCEEDS STANDARDS: The standard is met. The level of performance consistently exceeds the standard requirements of the position. Assignments are performed in an exemplary manner.

A rating of 2 or 4 can also be given if in between category performance is assessed.

The Reviewer rates the employee's performance in the rating section. The Reviewer then makes appropriate comments related to the specific job responsibility. Upon completion of the evaluation session, both the employee and supervisor sign the performance review. The employee may have a copy of the completed review. The completed performance review is forwarded to Human Resources. All sections must be completed with appropriate dates and signatures.

PERFORMANCE RESPONSIBILITIES:

The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job, but is not intended to describe minor duties and other responsibilities as may be assigned.

RESPONSIBILITIES AND STANDARDS:

All are essential job functions according to ADA guidelines. These are measured by supervisory observation, staff and resident/family feedback, review of documentation, and in-service attendance.

PART I PERFORMANCE LEVEL SCORING – JOB DESCRIPTION

1. Provides patient care related support including services relative to hygiene, nutrition, ambulation, elimination and safety as directed by Charge Nurse per established departmental guidelines and competencies.

Rating _____ Comments: _____

2. Documents appropriately into patient record charting based on skill level and follows established standards and guidelines of the nursing department.

Rating _____ Comments: _____

3. Upon admission, accurately completes personal belonging sheet, obtains and records height, weight and vital signs, orientates new resident to the facility and unit, ensures that resident receives a arm band and provides resident with a labeled admission kit.

Rating _____ Comments: _____

4. Successfully protects resident privacy in all aspects of care. Ensures that Residents Rights are protected and that resident concerns are addressed in a professional and timely manner. Treats all residents kindly and with respect at all times.

Rating _____ Comments: _____

5. Answers call lights promptly and responds to all resident needs. Completes rounds as assigned and throughout course of duty. Turns and repositions residents every 2 hours. Repositions seated residents every hour.

Rating _____ Comments: _____

6. Takes vital signs and weights accurately and as instructed by Charge Nurse and reports to charge nurse promptly and accurately. Ensures that proper slings, splints, braces, positions devices, specialty care items, etc. are applied according to physician or therapy orders.

Rating _____ Comments: _____

7. Accurately measures intake and output on the I & O sheets and relay information to Charge Nurse at shift change. Performs procedures and treatments as instructed by Charge Nurse (i.e.: Sitz bath, moist packs, isolation techniques, etc)

Rating _____ Comments: _____

8. Maintains appropriate supplies and equipment on the unit and alerts charge nurse or purchasing clerk of additional needs. Ensures that charge items are entered according to departmental procedure.

Rating _____ Comments: _____

9. Successfully completes job duties by attending continuing education classes and in-services, accepting reassignments to other areas, taking on increased responsibility and keeping Charge Nurse informed of pertinent information that may require follow-up.

Rating _____ Comments: _____

10. Demonstrates unit-defined competencies as required.

Rating _____ Comments: _____

11. Interacts and maintains effective working relationships with other team members, charge nurse and department manager. Maintains discretion in handling confidential information. Gives report to charge nurse at the end of each shift and completes walking rounds with the oncoming or leaving shift.

Rating _____ Comments: _____

12. Performs other duties as assigned.

Rating _____ Comments: _____

EMPLOYEE ACKNOWLEDGMENT:

I have reviewed and I understand the job duties and expectations outlined in this job description. I agree to perform the work in a manner acceptable to my immediate supervisor and within guidelines defined in the policies and procedures of Bethesda Health Group and Bethesda Long Term Care. I also understand that continued employment will depend on my demonstrated ability to perform the work as expected.

Employee: _____ Date _____

Supervisor: _____ Date _____

JOB DESCRIPTION APPROVAL:

Department Manager: _____ Date _____

Administrator: _____ Date _____

Job Description Review/Revision Date: 3/03, 7/05, 6/06, 12/07, _____, _____, _____,

BEHAVIOR EXPECTATIONS FOR ALL HOURLY EMPLOYEES

Customer Service –Uses tact, courtesy and good judgment in dealing with others. Treats all with consideration, respect and dignity. Respects resident and staff confidentiality. Demonstrates ability to consider diverse needs of others regardless of culture, religion, disability, etc.

Rating _____ Comments: _____

Collaboration/Communication – Demonstrates willingness to work with others (physicians, staff, residents, families, visitors) in accomplishing day-to-day work activities. Listens to ideas of others and effectively communicates own thoughts. Maintains flexibility to adapt to different methods of achieving work-related goals. Open to change.

Rating _____ Comments: _____

Excellence – Demonstrates passion for excellence in day-to-day work activities. Is proactive in working toward quality standards established in the organization and department. Contributes to the achievement of team and department goals. Participates in the Continuous Quality Improvement process as requested.

Rating _____ Comments: _____

Ethics - Maintains ethical standards required by Bethesda’s Code of Conduct. Demonstrates accountability and takes initiative.

Rating _____ Comments: _____

Orientation - Assists with new employee orientation as requested. Creates a receptive environment for new employees, making them welcome and assisting both informally and formally with new employee orientation (such as being a mentor, preceptor, etc. to assist with acclimation to the facility.

Rating _____ Comments: _____

Dress Code – Wears ID badge. Wears clean well-maintained attire as required by job. Always appears well groomed, with make-up, jewelry, nails and hairstyle maintained in moderate style per dress code in the Employee Handbook. Always maintains an appearance that promotes a business image suited to the needs and requirements of department & position.

Rating _____ Comments: _____

Attendance/Timekeeping – Maintains proper attendance (three occurrences of absenteeism in a 90 day period is excessive & two occurrences of absence in conjunction with scheduled time-off is excessive). Demonstrates flexibility in scheduling and adheres to policies regarding rest and meal periods. Clocks in/out with badge on scheduled days and reports for work at designated start time. (Two occurrences of tardiness in excess of one (1) minute in a pay period is excessive.)

Rating _____ Comments: _____

Safety – Demonstrates safe work habits and knowledge of all related requirements and practices relative to job assignment. Completes Incident Reports according to policy for any work-related illness or injury and seeks necessary first aid and treatment. Uses required precautions to prevent injuries such as needle sticks, falls, and back injuries. Wears required safety attire specific to the job. Follows all established infection control practices. Follows established safety precautions in the use of supplies and equipment. Completes incident reports according to policy for any work related illness or injury and seek first aid and treatment as necessary. Assists in maintaining a safe, clean and comfortable environment for the resident, including reporting any hazardous conditions or equipment. Knows emergency plans and participates in all emergency preparedness activities (including drills) in a professional and competent manner.

Rating _____ Comments: _____

Resident Rights: Demonstrates awareness of residents' rights. Maintains confidentiality of all resident information. Treats all residents fairly and with kindness, dignity and respect. Respects resident's privacy including providing care in privacy and knocking before entering a resident's room. Is aware of, and practices in a manner to prevent resident abuse. Knows reporting procedure to report suspected abuse or neglect. Knows the definition of resident abuse and practices the methods to help prevent abuse. Makes appropriate persons aware of any resident complaint or grievance.

Rating _____ Comments: _____

Education/Competencies/Employee Health – Has attended the mandatory continuing education courses & competencies as designated by the employees' position and outlined on the Employee Education Record (See Attached Pink Sheet). Reminder: all nursing staff are required to complete a minimum of 12 continuing education hours per evaluation year. Employee has received annual PPD testing, physical assessment and Hepatitis A & B series as required by position. Employee takes responsibility for professional growth.

Rating _____ Comments: _____

SPECIFIC TO POSITIONS WITH PATIENT CONTACT

Appropriateness of Care – Has the knowledge of growth and development and takes age and other diverse needs of patients served into consideration. Possesses the ability to understand and respond effectively to residents' needs.

Rating _____ Comments: _____

REQUIREMENTS FOR ANNUAL INCREASE
Annual PPD & Mandatory Continuing Education Courses Completed

Annual PPD Completed on _____ (Date) Verified By _____ (Supervisor signature)

Inservices Completed on _____ (Date) Verified By _____ (Supervisor signature)

IF AN EMPLOYEE HAS NOT COMPLETED THEIR MANDATORY CONTINUING EDUCATION COURSES AND THEIR ANNUAL PPD, THEIR ANNUAL RAISE WILL BE DELAYED UNTIL THESE ARE COMPLETED.

SCORING SUMMARY

Add the Total of ratings given for each section in the Performance Appraisal.

Performance Level: Total Points Earned/Total number of job duties = Average Score:

Job Description _____ / Number of job duties _____ = _____

Total Points Earned/Total number of Behavioral Expectations = Average Score:

Behavioral Expectations _____ / Number of Behavioral Expectations _____ = _____

Reminder: Comments must be added for each area in which the standard has been exceeded or has not been met.

Overall Score – Job Description average score + Behavioral Expectations average score/2

$$\underline{\hspace{2cm}} + \underline{\hspace{2cm}} / 2 = \underline{\hspace{2cm}}$$

Pay Grade: _____ Quartile: _____

Manager to complete:

Current Pay Rate: \$ _____ % Increase _____ New Pay Rate: \$ _____

Salary Increase Approval _____
(Administrative signature)

Summarize areas for improvement (Any rating of "DOES NOT MEET STANDARD" MUST INCLUDE A PLAN OF ACTION FOR IMPROVEMENT.) Note any disciplinary action given during the last review period.

Summarize goals established and accomplished at or since last review. Note any accomplishments that would indicate performance-exceeding standards.

Identify employee developmental goals for upcoming review period.

GOALS	ACTION PLAN
1.	
2.	
3.	
4.	

Employee's Signature** _____ Date _____

Supervisor's Name (Please print) _____

Supervisor's Signature _____ Date _____

**If the employee wishes to make written comments regarding the performance review, the comments may be submitted to the supervisor and will be attached to this form, becoming a permanent part of the evaluation.