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|  | **Job Description / Performance Evaluation** |

Updated/Created by  Manager  Other       on

Approved by  Human Resources on

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| --- | --- | --- | --- | --- |
| **Employee**  **Name** |  | **Evaluation Date or Hire Date** | |  |
| **Job Title** | **Health Unit Secretary** | **Department Manager** | Medical/Surgical Manager | |
| **Job Status** | Non-Exempt  Exempt |

**Job Summary:**

Provides indirect patient care in the medical surgical setting as the Unit Secretary. Meets the communication needs of the patient/ family, departmental staff and medical staff. Prepares and compiles records in the Medical Surgical / Special Care /OB setting. Initiates directions from physician and nursing staff. Participates in performance improvement activities. Assists with the patient flow, transcribes orders and other clerical duties as assigned.

**Schedule:**

Shifts/Hours may vary and should be confirmed with the Medical Surgical Manager

**Educational Requirements:**

High School graduate or equivalent

Current BLS certification

**Experience:**

No experience is required; however, 2 or more years of full time experience is preferred.

**Skills, Knowledge, Abilities:**

### Excellent computer and clerical skills

### Knowledge of medical terminology

### Able to communicate effectively in English, both verbally and in writing

### Ability to complete work under stressful situations

**Physical/Environmental Demands:**

(All jobs requiring lifting of >50 lbs, must have a Functional Job Description completed for this section.)

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| **Physical Demand** | **Frequency**  (Rarely, Occasionally, Frequently, Continuously) | **Range**  (In pounds) |
| Lifting – Low Lift |  | Up to 50 |
| Lifting – Combo Lift |  | 1 to 17 |
| Carrying |  | 1 to 17 |
| Pushing/Pulling |  | 36 |
| Low Work |  |  |
| Sitting |  |  |
| Coordination |  |  |
| Standing |  |  |
| Bending/Stooping |  |  |
| Kneeling |  |  |
| Climbing |  |  |
| Walking |  |  |
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**Describe any other physical or environmental conditions:**

Must possess advanced application of manual dexterity and eye-hand coordination to perform high volume keyboard input and operation of manually controlled equipment. Visual and auditory acuity is required to ensure that work is done correctly.

**Ratings Criteria for Essential Job Functions and Standards:**

3 = Exceeds Expectations

2 = Meets Expectations

1 = Does Not Meet Expectations

**Essential Job Functions (Major Job Duties & Responsibilities):**

**Rating**

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| --- | --- | --- |
| **1.** | Demonstrates the communication standard of conduct by clearly conveying information and ideas through appropriate mechanisms in a way that engages people and helps them understand and retain the message. |  |
| **2.** | Demonstrates work standards and accountability of conduct by setting high standards of performance for self and others; assumes responsibility and accountability for successfully completing assignments or tasks; self imposing standards of excellence rather than having standards imposed |  |
| **3.** | Prepares medical records for new admissions and discharged patients. |  |
| **4.** | Transcribes physician’s orders within one hour of being written. Prepares the Kardex for nursing staff. |  |
| **5.** | Enters and verifys orders in the computer. |  |
| **6.** | Logs all patients in computer upon admission, transfer, discharge or expiration. |  |
| **7.** | Communicates appropriately and clearly to charge nurse, coworkers and physicians |  |
| **8.** | Consults other departments as appropriate to provide for an interdisciplinary approach to the patient’s needs. |  |
| **9.** | Orders supplies as needed, obtains orders as requied. |  |
| **10.** | Retreives all Clinical Lab results from the computer/fax machine and brings the results to the attention of the nurse. |  |
| **11.** | Answers telephone/call system in a polite manner and communicates information to the appropriate personnel. |  |
| **12.** | Performs all aspects of indirect patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors. |  |
| **13.** | Demonstrates an ability to be flexible, organized and function under stressful situations |  |
| **14.** |  |  |
| **15.** |  |  |

***This is not an exhaustive list of duties, responsibilities or requirements. This description does not preclude my Manager’s authority to add or change duties or responsibilities. The performance of other duties will be required from time to time in order to meet CPMC’s needs.***

**Comments:** (Include special accomplishments, improvements, etc.)

     

**CPMC Standards:**

**Rating**

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| **Patient Centered Care**   * I acknowledge the fears and concerns of my patients/family and respond with empathy, expertise and expediency, using AIDET\* consistently * I involve my patient/family as an active participant in their care, honoring their expertise and knowledge of their personal health. * I will treat each patient as the most important person in the facility. \* (Acknowledge, Introduce, Duration, Explain, Thank the Patient) |  |
| **Respect**   * I communicate respectfully by listening, seeking clarification, providing feedback and avoiding gossip. * I honor individual differences including culture, age, religion and gender. * I earn respect through keeping promises, fulfilling expectations and being courteous to all of our customers. |  |
| **Ownership**   * I accept responsibility for solving problems presented to me or handing them off to a person who accepts responsibility to resolve the issue. * I am responsible to ensure the success of my job, department and our organization, which includes supporting organizational and departmental decisions. * I will represent CPMC positively in the community. |  |
| **Making a Difference**   * I am flexible and adapt to provide each customer with an exceptional experience. * I make each interaction an opportunity to assist with a willing attitude. * I take action when I see the customer’s expectations have not been met. |  |
| **Innovation**   * I approach changes with an open mind and the opportunity to find new solutions. * I will support a culture that identifies possible solutions to problems and concerns and help bring the right people to the table. * I will use innovation in a meaningful way to forward our work in order to best meet the ever changing needs of our community. |  |
| **Safety**   * I value individual’s privacy, sharing and viewing only the information necessary to do my job. * I always provide high-quality care and service and I will speak up to report patient safety and environmental concerns. * I know and understand all safety practices, and will maintain compliance with annual safety and required training assignments. |  |
| **Excellence**   * I am responsible to bring a positive and helpful attitude to work daily to exceed my customer’s expectations. * I dress to create an impression of professionalism and instill confidence in my ability. * I offer assistance to every customer in need and utilize service recovery when appropriate. |  |

**Comments:**

**Specific Position Competencies:** (Refer to separate document)

**Use this section only if competencies have been identified and evaluated.**

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| Performance toward meeting all competencies. |  |

**Last Year’s Goals:**

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**Comments:**

**Current Year’s Goals:**

**Performance Summary:**

**Overall Performance Evaluation Rating: Action(s) Recommended by Department Manager:**

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| --- | --- |
|  | Exceeds Expectations |
|  | Meets Expectations |
|  | Does Not Meet Expectations |

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|  | Salary Increase and/or Longevity Bonus | | |
|  | Salary Increase Denied | | |
|  | Special Follow-Up Evaluation Required on: | |  |
|  | Probationary period successfully completed | | |
|  | Probationary period extended for: |  | months |
| *(Department Manager submits to HR a Personnel Data Form with actual increase amount)* | | | |

**Employee Comments:**

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**Signatures:**

Employee Signature Date

Department Manager Signature Date

HR Signature Date