

Performance Appraisal **Colleague Input**

Crandall, Mary Beth, Dir Home Health Care
Performance Appraisal, 07/01/2012 - 06/30/2013

Author: Laird-Sanders,Jill
Status: Completed

Role: Colleague
Due Date: 08/31/2013

The appraisal status is Completed.

Section 1 - Organizational Goals

You do not need to rate this section. Please proceed to the next section.

I Care
Patient Satisfaction
<input type="text"/>
Employee Engagement
<input type="text"/>
Weight: 50%

I Heal
Risk-Adjusted Mortality
<input type="text"/>
Weight: 25%

I Build
Operating Margin
<input type="text"/>
Weight: 25%

Organizational Goals Summary
:
Summary Weight: 25%

Section 2 - Accountabilities / Key Results

Please provide a rating and comments for each Accountability / Key Result if applicable to your experience in working with this employee.

I BUILD: Business Growth
Description: Goal is to grow business for the agency by 3% in FY 13.

Need to increase admissions and therapy days by 3%. 3866 admissions in FY 2012 @3% increase = 3,982 goal in FY 13. 97,534 therapy days in FY 2012 @3% increase = 100,460 goal in FY 13
 Goal Sum: 104,442

Measurement: YTD results for admissions (July-April) annualized at 3,833.

YTD results for therapy days (July-May) annualized at 106,473

Sum: 110,306

Goal Met

- Due Date: 06/30/2013
- Reminder Date: 06/30/2013
- Status: Complete
- Percent Complete: 100

Rating: 0.00

Weight: 20%

**Optional
 Comments:**

I CARE: Patient Satisfaction

Description: Goal is to increase Patient Satisfaction Results in 3 Areas.

1. HCAHPS Overall Rating of 9's and 10's was at 87% prior to FY 13. Goal is to increase it to ≥ 88 on Home Health Compare in at least 1 Q of FY 13.

2. Press Ganey Overall result was at 91.2% prior to FY 13. Goal is to increase it to ≥ 92% in at least 1 Q of FY 13.

3. Home Infusion Therapy Satisfaction Survey results were at 94.6% prior to FY 13. Goal is to increase it to ≥ 95.0 in at least 1 Q of FY13.

Measurement: YTD Goals Reached:

HCAHPS Reached Goal of 88 in Q4 2012, and Q1 2013. Also reached 89% in last 2 monthly reports (Feb and Mar, 2013) provided by Chris Harper.

Press-Ganey Reached Goal of 92% in Q4 2012, and Q1, 2013.

Home Infusion Reached Goal of 95% by hitting 96.6% in January, 2013.

Goal Met.

- Due Date: 06/30/2013
- Reminder Date: 06/30/2013
- Status: Complete
- Percent Complete: 100

Rating: 0.00

Weight: 30%

**Optional
 Comments:**

I HEAL: Clinical Outcomes

Description: Goal is to be = or > than State/National in all 21 clinical outcomes in at least 1 Q of FY 13.

Measurement: Report posted 7/19/12 showed 20 of 21 outcomes better than state and national. 2 newly added outcomes were posted in the 10/11/12 Home Health Compare Report. This report showed 1 newly added outcome where 22 of 22 clinical outcomes were at or better than State and National. (And the only agency in the area that is at or better in all 22 outcomes.) Goal was met at this time.

The Home Health Compare Report posted 1/18/13 showed 2 new outcomes (ER and Rehosp) that were worse than State and National. All other measures were at or better than State and National.

The Home Health Compare Report posted 4/22/13 showed 1 of the 2 new outcomes (Rehospitalization) improved to be the same as State and all other measures were at or better than State and National. Only 1 category (ER visit without admission scored at 12%) which remained at worse than national (ER) (11%) but better than State (13). Goal as established in July 2012 was met in 10/11/12.

Goal Met.

- Due Date: 06/30/2013
- Reminder Date: 06/30/2013
- Status: Complete

- Percent Complete: 100	
Rating:	0.00
Weight: 20%	
Optional Comments:	

I HEAL: Program Development

Description: 4 goals were identified for program development at Continuum.	
1. Develop a Good Catch program for Home Infusion Therapy.	
2. Complete a research study for palliative care in home health.	
3. Begin a palliative care training program for the staff.	
4. Begin a Pediatric program at CHHC.	
Measurement: Good Catch program was rolled out in December, 2012 with over 50 good catches noted by May, 2013. Goal Met.	
Research project completed by interviewing 18 Home Health RNs on perceptions of palliative care. Gait speed research project began 4/24/13. Wound VAC research project began 5/31/13 and Staff were informed of Safety research project beginning in June of 2013. Goal Met.	
Presented some preliminary training on palliative care in May RN staff Meeting. Rest will be presented in June RN staff meeting. Goal Met.	
Position for Peds RN filled. Goal Met.	
Implemented new pediatric program with acceptance of 1-2 patients starting in June as a soft opening. Full opening will begin July, 2013. Goal Met.	
- Due Date: 06/30/2013	
- Reminder Date: 06/30/2013	
- Status: Complete	
- Percent Complete: 100	
Rating:	0.00
Weight: 20%	
Optional Comments:	

I CARE: Employee Engagement

Description: Goal is for Home Health Employee Engagement to be at or better than 79.32 for Home Health areas and at or better than 75% for Home Infusion Therapy area. Overall Goal for exceeds is 77.16. Overall Goal for meets is 73.16.	
At least 10 required training sessions and activity session to be held November 2012 to May, 2013.	
Measurement: Results were 78.32 in FY 12 for Home Health with a goal: at or better than 78.32 for meets and at or better than 79.32 for exceeds in Home Health.	
Results were 62.05 in FY 12 for Home Infusion. with a goal: at or better than 68% for meets and at or better than 75% for exceeds for Home Infusion Therapy.	
Survey will take place in June 2013. Results not available until September 2013.	
Agency has had 15 session on the meaning of being an engaged employee that were reviewed at staff meetings.	
Goal Met.	
- Due Date: 06/30/2013	
- Reminder Date: 06/30/2013	
- Status: Complete	
- Percent Complete: 100	
Rating:	0.00
Weight: 10%	
Optional Comments:	

Accountabilities / Key Results Summary	
Rating:	0.00
Summary Weight:	25%

Section 3 - Our Leadership Standards

Knows self, people, and business	
Description: Understands impact of words and actions, makes individuals feel understood and acknowledged, keeps abreast of industry trends, gets into the details when needed, and technically competent	
Rating:	0.00

Encourages cross-boundary perspective	
Description: Eliminates silos, seeks collaboration, looks for opportunities to partner, does not point fingers or blame others, seeks out best practices	
Rating:	0.00

Teaches, coaches, and develops others	
Description: Objectively assesses both individual and team strengths and areas for development, pushes decision making to lower levels, has a teachable point of view, coaches others to improved performance, actively supports growth of staff	
Rating:	0.00

Is accountable for outcomes	
Description: Individually and collectively sets clear and consistent expectations, monitors and measures results, links assigned responsibilities to outcomes, addresses others openly and directly when performance does not meet expectations	
Rating:	0.00

Inspires trust	
Description: Displays confidence in decision making, follows through on commitments, builds relationships at all levels, challenges the status quo, creates climate of adaptability	
Rating:	0.00

Our Leadership Standards Summary	
Rating:	0.00
Summary Weight:	25%
Comments: Mary is an expert in her field. She is a valued partner in our work to get patients the care they need in the right setting at the right time. I have observed her guiding her team in a way that allows them to own the issue and the solution, yet under her watchful eye. She is available for consultation on clinical situations or staffing issues.	

Section 4 - Values & Leadership Behaviors

Respect	
Description: Promotes patient-centered care, demonstrates empathy, empowers others, honors the dignity and worth of others through actions and words, is courteous, welcoming, caring, and inclusive	
Rating:	0.00

Integrity	
Description: Treats others fairly, promotes transparency in decision making, assumes positive intent, is honest, confidential, and authentic	
Rating:	0.00

Stewardship	
Description: Demonstrates keen commitment to cost effectiveness and sound business practices, holds self and others responsible and accountable, supports the community through service, is proactive and creative with resources, supportive, and resourceful	
Rating:	0.00

Excellence	
Description: Encourages continuous quality improvement and service excellence, is adaptable to change, seeks out new possibilities, optimistic, expects the best from others, shares and repeats successes, innovates, takes reasonable risks, is collaborative, dependable, compliant, and responsive	
Rating:	0.00

Values & Leadership Behaviors Summary	
Rating:	0.00
Summary Weight: 25%	
Comments: Mary demonstrates the RISE values in her work every day.	

Section 5 - Overall Summary

Below is the average overall rating for this appraisal. The average rating corresponds to the following Rating Scale that was used to calculate the Overall Summary rating.

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<p>
2.61 - 3.00 : Consistently Exceeds Expectations

1.71 - 2.60 : Fully Meets Expectations

1.00 - 1.70 : Does Not Fully Meet Expectations

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Rating Descriptions:

Consistently Exceeds Expectations:

Goals exceeded frequently, Serves as role model to others, Top performer who seeks additional responsibility

Fully Meets Expectations:

Dependable results and/or behaviors, Occasionally exceeds expectations, Demonstrates skills and knowledge to perform effectively

Does Not Fully Meet Expectations:

Inconsistent results and/or behaviors, Improvement needed, Minimum expectations not met

Overall Summary	
Rating:	0.00

Section 6 - Strengths

Strengths Summary

:

Comments: -knowledge and experience
-forward thinking (and planning)
-collaborative
-engages her staff in decisions

Section 7 - Development Areas

Development Areas Summary

:

Comments: