

## Job Description/Performance Evaluation

<b>Employee Name:</b>	<b>Dept. Name:</b> Cancer Services
<b>Employee Number:</b>	<b>Cost Center:</b>
<b>Job Title:</b> Cancer Care Navigator- RN <b>Job Code:</b>	<b>FLSA:</b> Non-Exempt
<b>Appraisal Period:</b> to	<b>Review Due Date:</b>
<b>Type of Appraisal:</b> <input type="checkbox"/> Annual <input type="checkbox"/> Other	<b>Specify:</b>

This assessment form must be completed and processed in accordance with the following instructions and Human Resources Policy to ensure that an accurate record of the evaluation is maintained; the employee is informed of the quality of his/her performance; the employee and evaluator identify development needs and set goals for accomplishing defined tasks. This tool consists of four sections:

- |                                  |                               |
|----------------------------------|-------------------------------|
| 1. Annual Mandatory Competencies | 3. Behavioral Standards PRIDE |
| 2. Essential Job Functions       | 4. Goals/Development          |

### General Instructions

A performance evaluation is intended to be a management process that begins at the orientation period and requires evaluators to continually assess employee performance. Evaluators do this by observing and documenting behaviors and competencies. In addition, managers must intermittently coach employees to allow them to perform and actively participate in a dynamic workforce.

Annually, the Evaluator must complete the attached form and arrange for a meeting to discuss the results of the evaluation. Goals are required to be formulated during this meeting for the next review period. Sign and date this form at the conclusion of the meeting and submit the original form to Human Resources for placement in the employee's file. Retain a copy for your file and give a copy to the employee.

### Job Summary:

The primary function of the RN cancer care navigator is to serve as a clinical liaison for newly diagnosed cancer patients. The coordinator will ensure that patient care is well integrated and that pain management, nutrition and supportive requirements are met. The coordinator will work in concert with the Clinical Social Worker Navigator to ensure that the collective needs of the patient are met.

The Navigator will coordinate the patients care collaboratively across all departments, disciplines and providers. The Navigator works with all members of the cancer team to coordinate the care delivered.

## **Job Requirements:**

### **Minimum Knowledge, Skills & Abilities Required:**

Ability to read and communicate in the English language.

### **EDUCATION & EXPERIENCE:**

Bachelor's degree required and current MD RN licensure required. Minimum of 3 to 5 years experience in an acute care hospital. Medical oncology nursing,, Hospice and palliative care experience preferred. OCN certification preferred.

### **SKILLS AND MENTAL DEMANDS:**

1. Strong interpersonal and organizational skills.
2. Strong verbal and written communication skills.
3. Working knowledge of microcomputer software such as: (WordPerfect, Word, Lotus, Excel and graphics (windows based.)
4. Demonstrated skill in working as part of a team.
5. Solid analytical skill (ability to turn raw data into information).
6. Demonstrated ability to prioritize multiple tasks and manage time effectively.

### **CONTACT WITH OTHERS:**

High level of contact with patients, staff, administration, management and public.

### **SUPERVISION:**

Minimal – may assist with volunteers and/or students.

### **RESPONSIBILITY FOR ASSETS:**

Contributes to department budget development and efficient use of department resources.

### **WORK SCHEDULE:**

Day shift Monday-Friday.

**Working Conditions:**

The following are the Physical Requirements of this job along with required time designations under typical conditions:

U/3 = Under 1/3 of the time  
2/3 = 2/3 and over

1/3 = 1/3 of the time  
N = None

**Physical Activities:**

U/3	Stand	U/3	Walk	2/3	Sit	2/3	Use hands and fingers to handle or feel
U/3	Reach with arms and hands	N	Climb or balance	N	Stoop, kneel, crouch or crawl	2/3	Talk or hear
N	Taste or smell	U/3	Repetitive Motion (continuous)	2/3	Repetitive Motion (intermittent)	2/3	Frequent Interruptions
N	Exposure to weather	N	Exposure to extreme heat	N	Exposure to extreme cold		Exposure to Noise:
2/3	Moderate		Loud		Very Loud	N	Exposure to vibration
U/3	Exposure to atmospheric conditions which may require respirator use	U/3	Exposure to dust, vapors, fumes	N	Exposure to moving mechanical parts	N	Exposure to electric shock
N	Exposure to high exposed places	N	Exposure to explosives	N	Exposure to radiation	N	Exposure to chemicals
N	Exposure to insecticides/pesticides	N	Exposure to infectious	U/3	Exposure to blood & body fluids	N	Exposure to needles/syringes
N	Exposure to waste handling	U/3	Exposure to airborne pathogens	2/3	Computer Use	U/3	Equipment

**Lifting, Carrying, Pulling, Pushing Requirements:**

2/3	Up to 10 pounds	N	Up to 50 pounds	N	More than 100 pounds
1/3	Up to 24 pounds	N	Up to 100 pounds	N	More than 200 pounds

**Sensory Factors:**

X	Close vision (ability to see clear vision at 20 inches or less)
X	Distance vision (ability to see clear vision at 20 feet or more)
X	Color Vision (ability to identify and distinguish different colors)
X	Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
X	Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
X	Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
	No special vision requirements

**Reporting Relationship:**

Reports to: Executive Director of Cancer Services  
Titles Supervised None

## Annual Mandatory Competencies

Each year, the employee must comply with all mandatory Medical Center and departmental/unit competencies. If, after 30 days, these competencies are not satisfactorily completed, the employee may be subjected to discipline up to and including termination.

Medical Center Mandatory Competencies	Met	Not Met	Date of Completion*
• Environment of Care	<input type="checkbox"/>	<input type="checkbox"/>	
• Information Technology	<input type="checkbox"/>	<input type="checkbox"/>	
• Corporate Compliance	<input type="checkbox"/>	<input type="checkbox"/>	
• Other	<input type="checkbox"/>	<input type="checkbox"/>	

Departmental Mandatory Competencies	Met	Not Met	Date of Completion
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
15 Educational Contact Hours	<input type="checkbox"/>	<input type="checkbox"/>	

Unit Specific Mandatory Competencies	Met	Not Met	Date of Completion
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
•	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	

**Please attach employee's Net Learning transcript to show evidence of all educational development completed during current evaluation period.**

Essential Job Functions (Competence Statements)	Age Groups Served (check those that apply)	Validation* (check those that apply)
<p>1. Functions as a clinical liaison for newly diagnosed patients using approved criteria and direct clerical experience. 35%</p> <ul style="list-style-type: none"> <li>▪ Initiates and maintains contact with newly diagnosed patients throughout treatment.</li> <li>▪ Visits patient when undergoing surgery, inpatient or outpatient cancer treatment.</li> <li>▪ Provides patient education and referrals.</li> <li>▪ Makes referrals to the Clinical Social Worker Navigator on psycho-social needs of patients.</li> <li>▪ Discuss questionable cases with the appropriate medical director.</li> </ul> <p><input type="checkbox"/> MEETS                      <input type="checkbox"/> DOES NOT MEET</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Neonate (Birth-1 Month)</li> <li><input type="checkbox"/> Pediatric (1 Month-11 Yrs.)</li> <li><input type="checkbox"/> Adolescent (12 Yrs.-18 Yrs.)</li> <li><input type="checkbox"/> Adult (19 Yrs.-59 Yrs.)</li> <li><input type="checkbox"/> Geriatric (Over 60 Yrs.)</li> <li><input type="checkbox"/> N/A</li> </ul>	<ul style="list-style-type: none"> <li>DO</li> <li>PR</li> <li>RR</li> <li>S</li> <li>VR</li> <li>WE</li> </ul>
<p>2. Coordinates patient care across all disciplines and providers assigned to that patient. 20%</p> <ul style="list-style-type: none"> <li>▪ Coordinates testing, monitors results and ensures physician is aware of abnormal results</li> <li>▪ Coordinates outpatient treatment plan.</li> <li>▪ Analyze/review charting to see if complete documentation is performed.</li> </ul> <p><input type="checkbox"/> MEETS                      <input type="checkbox"/> DOES NOT MEET</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Neonate (Birth-1 Month)</li> <li><input type="checkbox"/> Pediatric (1 Month-11 Yrs.)</li> <li><input type="checkbox"/> Adolescent (12 Yrs.-18 Yrs.)</li> <li><input type="checkbox"/> Adult (19 Yrs.-59 Yrs.)</li> <li><input type="checkbox"/> Geriatric (Over 60 Yrs.)</li> <li><input type="checkbox"/> N/A</li> </ul>	<ul style="list-style-type: none"> <li>DO</li> <li>PR</li> <li>RR</li> <li>S</li> <li>VR</li> <li>WE</li> </ul>

<p>3 Evaluates patient's supportive care requirements and ensure appropriate interventions are successful. 20%</p> <ul style="list-style-type: none"> <li>▪ Assess each patient to ensure that pain management, nausea, nutrition, sleep problems and emotional/spiritual needs have been met and appropriate referrals made.</li> <li>▪ Address unresolved issues with physician and staff as appropriate.</li> <li>▪ Performs documentation on patient records in a timely, accurate and concise manner.</li> <li>▪ Monitor patient and review chart for documentation of issue being addressed and resolved.</li> </ul> <p><input type="checkbox"/> MEETS                      <input type="checkbox"/> DOES NOT MEET</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Neonate (Birth-1 Month)</li> <li><input type="checkbox"/> Pediatric (1 Month-11 Yrs.)</li> <li><input type="checkbox"/> Adolescent (12 Yrs.-18 Yrs.)</li> <li><input type="checkbox"/> Adult (19 Yrs.-59 Yrs.)</li> <li><input type="checkbox"/> Geriatric (Over 60 Yrs.)</li> <li><input type="checkbox"/> N/A</li> </ul>	<p>DO PR RR S VR WE</p>
--	--	---

<p>4. Participates in site specific cancer case conferences, and the site specific interdisciplinary cancer committee. 15%</p> <ul style="list-style-type: none"> <li>▪ Attends all patient treatment planning conferences and committee meetings as assigned.</li> <li>▪ Documents outcomes of this conference in the patient's chart as appropriate.</li> <li>▪ Coordinates patient enrollment in clinical trials with the oncology clinical research coordinator.</li> </ul> <p><input type="checkbox"/> MEETS                      <input type="checkbox"/> DOES NOT MEET</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Neonate (Birth-1 Month)</li> <li><input type="checkbox"/> Pediatric (1 Month-11 Yrs.)</li> <li><input type="checkbox"/> Adolescent (12 Yrs.-18 Yrs.)</li> <li><input type="checkbox"/> Adult (19 Yrs.-59 Yrs.)</li> <li><input type="checkbox"/> Geriatric (Over 60 Yrs.)</li> <li><input type="checkbox"/> N/A</li> </ul>	<p>DO PR RR S VR WE</p>
---	--	---

<p>5. Participates in coordination and implementation of community outreach, screenings and education of the public. 10%</p> <ul style="list-style-type: none"> <li>▪ Coordinate the events</li> <li>▪ Track and report the community outreach and screening events</li> <li>▪ Evaluate the success of the events and the future participation of the event.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Neonate (Birth-1 Month)</li> <li><input type="checkbox"/> Pediatric (1 Month-11 Yrs.)</li> <li><input type="checkbox"/> Adolescent (12 Yrs.-18 Yrs.)</li> <li><input type="checkbox"/> Adult (19 Yrs.-59 Yrs.)</li> </ul>	<p>DO PR RR S</p>
---	---	-------------------------------

<input type="checkbox"/> MEETS <input type="checkbox"/> DOES NOT MEET	<input type="checkbox"/> Geriatric (Over 60 Yrs.) <input type="checkbox"/> N/A	VR WE
<hr/>		
<hr/>		
6 Adheres to Safety Standards & Guidelines: <ul style="list-style-type: none"> <li>• Uses personal protective equipment as dictated by policies/procedures.</li> <li>• Maintains/adjusts personal behavior to support a violence free workplace.</li> <li>• Disposes of medial waste in proper containers and practices sharps safety per Medical Center Policies.</li> <li>• Reports unsafe conditions to management.</li> <li>• Demonstrates use of proper body mechanics.</li> <li>• Reports and documents injuries to supervisor and Employee Health within 24 hours or less after injury.</li> <li>• Follows hand hygiene practices and isolation precautions.</li> <li>• Participates in return to work programs/policies as appropriate.</li> <li>• Follows all policies/procedures related to Standard Universal Precautions.</li> </ul> <input type="checkbox"/> MEETS <input type="checkbox"/> DOES NOT MEET	<input type="checkbox"/> Neonate (Birth-1 Month) <input type="checkbox"/> Pediatric (1 Month-11 Yrs.) <input type="checkbox"/> Adolescent (12 Yrs.-18 Yrs.) <input type="checkbox"/> Adult (19 Yrs.--59 Yrs.) <input type="checkbox"/> Geriatric (Over 60 Yrs.) <input type="checkbox"/> N/A	DO PR RR S VR WE
<hr/>		
<hr/>		
<hr/>		

**\*Validation Methods:** DO=Direct Observation  
 PR=Peer Review  
 RR=Record Review  
 S=Satisfaction Scores  
 VR=Verbal Review  
 WE=Written Evaluation

## ATTENDANCE/ PUNCTUALITY EVALUATION

---

Instructions: Using the scales provided, place a check in the center column next to the assessment that best describes the employee's attendance and punctuality for the current evaluation period, as documented by time clock and/or file records.

---

### ATTENDANCE

Ratings/ Standards for employees who are budgeted to work **more than three (3) shifts** per week.

0-1 Unscheduled Occurrences of Absence	<input type="checkbox"/>	Outstanding
2-3 Unscheduled Occurrences of Absences	<input type="checkbox"/>	Satisfactory
4-5 Unscheduled Occurrences of Absences	<input type="checkbox"/>	Needs Improvement
6 or more Unscheduled Occurrences of Absences	<input type="checkbox"/>	Unsatisfactory

Ratings/ Standards for employees who are budgeted to work **three (3) or less shifts** per week.

0 Unscheduled Occurrences of Absence	<input type="checkbox"/>	Outstanding
1-2 Unscheduled Occurrences of Absences	<input type="checkbox"/>	Satisfactory
3-4 Unscheduled Occurrences of Absences	<input type="checkbox"/>	Needs Improvement
5 or more Unscheduled Occurrences of Absences	<input type="checkbox"/>	Unsatisfactory

### PUNCTUALITY

Ratings/ Standards for employees who are budgeted to work **more than three (3) shifts** per week.

0-3 Instances of Tardiness	<input type="checkbox"/>	Outstanding
4-7 Instances of Tardiness	<input type="checkbox"/>	Satisfactory
8-11 Instances of Tardiness	<input type="checkbox"/>	Needs Improvement
12 or more Instances of Tardiness	<input type="checkbox"/>	Unsatisfactory

Ratings/ Standards for employees who are budgeted to work **three (3) or less shifts** per week.

0-2 Instances of Tardiness	<input type="checkbox"/>	Outstanding
3-4 Instances of Tardiness	<input type="checkbox"/>	Satisfactory
5-6 Instances of Tardiness	<input type="checkbox"/>	Needs Improvement
7 or more Instances of Tardiness	<input type="checkbox"/>	Unsatisfactory

**Evaluator Comments:** Use comment section to note patterns of absenteeism or historical attendance records, i.e., perfect attendance, etc.

---



---



---



## Regional Medical Center PRIDE Behavioral Performance Standards

Directions: Place the employee's score in the Rating column for each of the 5 behaviors (PRIDE). Total at the bottom. Attach documentation (such as PRIDE cards, thank-you letters, memos for the record, disciplinary action documents, etc.) to support ratings of (18-20) or <10. **All evaluations with a rating of 18-20 or <10 must be reviewed and signed by the evaluator's Vice President PRIOR to being given to the employee.** Rating measures are as follows:

Outstanding = 18-20      Satisfactory = 10-17      Unsatisfactory/Needs Improvement <10

Rating Scale	Rating	Explanation
4	Outstanding	Exceptional performance of standard; goes above and beyond; encourages behavior in others, is a role model to coworkers.
2 OR 3	Satisfactory	Consistently demonstrates performance standard; meets the expectations and needs of internal and external customers.
0 OR 1	Unsatisfactory/ Needs Improvement	Is not consistent in demonstrating performance standard and does not exhibit behaviors at an acceptable level.

<b>Performance Standards</b>	<b>Rating</b> Use Whole Numbers Only (i.e. 0,1,2,etc.)
<b>Positive Impressions</b> <ul style="list-style-type: none"> <li>Greets others with a smile</li> <li>Uses good eye contact</li> <li>Identifies self &amp; addresses others by name</li> <li>Adheres to dress code</li> <li>Offers to help – "How can I help you?"</li> </ul>	
<b>Respect and Caring</b> <ul style="list-style-type: none"> <li>Ensures privacy &amp; confidentiality</li> <li>Knocks &amp; introduces self</li> <li>Listens with empathy</li> <li>Keeps noise to a minimum</li> <li>Acts "on-stage" in a professional manner</li> </ul>	
<b>Innovative</b> <ul style="list-style-type: none"> <li>Identifies ways to solve problems taking into consideration the needs of the organization</li> <li>Takes personal interest in meeting the needs of customers</li> <li>Initiates service recovery</li> <li>Apologizes and fixes what is within your control</li> <li>Follows-up and follows through to get problems resolved, questions answered</li> </ul>	
<b>Dedicated</b> <ul style="list-style-type: none"> <li>Supports the team, is positive and helps team members</li> <li>Participates regularly in staff meetings and Medical Center events</li> <li>Is an ambassador for the Medical Center</li> </ul>	
<b>Exceptional Service</b> <ul style="list-style-type: none"> <li>Anticipates and exceeds all customer expectations</li> <li>Demonstrates enthusiasm and a high degree of professionalism while performing tasks</li> </ul>	
<b>Total</b>	

**Employee Development Plan – *This section not scored***  
Goals can be hospital, departmental, individual or service related.  
Goals must be achievable by individual, measurable, and objective.

**Areas of Strength:**

**Assessment of Previous Year's Goals:**

**Areas of Improvement/Goals:**

*1. Identified Areas of Improvement/Goals:*

*Action Plan:*

*2. Identified Areas of Improvement/Goals:*

*Action Plan:*

*3. Identified Areas of Improvement/Goals:*

*Action Plan:*

## Performance Appraisal Summary Rating

**Directions:** Using the Performance Rating Scale below, circle the rating that best defines the employee's overall work performance taking into account his/her:

- Performance of basic competencies (PRIDE performance standards)
- Adherence to attendance guidelines
- Behaviors/attitude
- Adherence to punctuality guidelines

Performance Rating Scale
Circle one – Outstanding, Satisfactory, Needs Improvement or Unsatisfactory:
<p><b><u>Outstanding</u></b></p> <ul style="list-style-type: none"> <li>• Meets all competencies</li> <li>• Scores "Outstanding" on the PRIDE Standards 18 – 20 points</li> <li>• Scores "Outstanding" on the Attendance Standards</li> <li>• Scores "Outstanding" on the Punctuality Standards</li> </ul>
<p><b><u>Satisfactory</u></b></p> <ul style="list-style-type: none"> <li>• Receives no Needs Improvement or Unsatisfactory scores on Competencies, PRIDE Standards, Attendance or Punctuality Guidelines</li> </ul>
<p><b><u>Needs Improvement</u></b></p> <ul style="list-style-type: none"> <li>• Receives one Needs Improvement in at least one of the following areas: Competencies, PRIDE Standards, Attendance or Punctuality Guidelines</li> </ul>
<p><b><u>Unsatisfactory</u></b></p> <ul style="list-style-type: none"> <li>• Receives one Unsatisfactory in at least one of the following areas: Competencies, PRIDE Standards, Attendance or Punctuality Guidelines</li> </ul>

### Conclusions/Summary

**EVALUATOR'S COMMENTS:**

---



---



---



---

**Evaluator's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Dept. Manager's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(If required)

**VP/Designee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
(Required for PRIDE Behavioral Standards totaling 18-20 points or < 10)

**Employee's Comments:**

---



---



---



---

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_