

HOWARD UNIVERSITY HOSPITAL EMPLOYEE COMPETENCY REVIEW

2017 to 2018 ANNUAL LOCAL 2094

The Howard University Hospital Competency Assessment System is designed to ensure that the hospital achieves its goal of providing competent staff to meet the needs of its patients. This competency tool is used to assess individual, team and organizational performance in order to develop employees and create action plans for overall improvement.

Review Date: 6/15/2018

Review Period: 7/1/17 to 6/30/18

Name: ABRAHIM, ZAKI

Title: Registered Respiratory Care Practitioner

Department: Medicine

Division: Respiratory Therapy

License / Certificate Yes No

Age Specific Competencies Yes No

Scoring Guidelines:

3	=	Above Satisfactory	A	(Exceeds expectations)
2	=	Satisfactory	S	(Meets expectations)
1	=	Unsatisfactory	U	(Does not meet expectations)

Scoring Methods: (may be one or more of the following)

M =	Manager's Observation	S =	Skill Lab
T =	Test (written or verbal)	I =	In-service Documents
P =	Patient Survey	O =	Other (Specify)
D =	Documentation (must be within the evaluation period)		

Section 1: Organizational Competencies

Competency Category	Behavior Knowledge, Skills, Ability	A	S	U	Scoring Method	Supporting Comments
1. Customer Focus	<ul style="list-style-type: none"> • Demonstrates placing a high priority on serving external and internal customers in a timely & courteous manner • Follows-up until needs are met • Responding to patients, visitors and fellow co-workers in a in a pleasant respectful and professional manner even when guest or patient get upset • Answers phone within 3 rings in a pleasant voice, clearly identifying yourself, your department, and asking how you may help that person • Anticipating the needs of visitors, patients, and peers by helping them out wherever possible • Interacting with customers and co-workers in a business-like, professional manner, avoiding idle conversations. • Treating patients and employees, regardless of department or position with dignity and respect. Shows respect and consideration for everyone • Introducing oneself, mentioned his or her name, department or position and explaining functions that he or she performs. • Demonstrating concern for confidentiality of patient information when talking with the patients or when in public areas. 	3			M, D.	Mr. Abraham is very contentious and relates to the needs of physicians, patients and co-workers
2. Achievement Orientation	<ul style="list-style-type: none"> • Sets goals to achieve objectives 	3	2	1	M, D.	Mr. Abraham is very good at

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	<ul style="list-style-type: none"> • Completes assignments in a timely manner, following departmental procedures & practices • Inspires others by example, encouraging them to do their best • Searches for faster, better, more productive ways of doing work • Seeks out opportunities for personal growth and development 					focusing on the objectives at hand and making sure that he reaches his objectives
3. Teamwork	<ul style="list-style-type: none"> • Promotes cooperation and understanding and shares information and resources with others • Works collaboratively with others to find solutions that benefit all; supports group decisions • Offers and accepts constructive feedback; encourages and supports others • Regularly attends departmental staff meetings 	3			M, D.	Mr. Abraham presents a demeanor of total collaboration. He listens carefully and strives to be objective in his assessment.
4. Time Management	<ul style="list-style-type: none"> • Arrives to work at the designated time and clocks in and out at the appropriate area • Follows leave policy and procedures • Manages time to promote productivity; has no unapproved overtime 		2		M, D.	
5. Performance Improvement	<ul style="list-style-type: none"> • Uses talents and skills to exceed job expectations • Strives to continuously improve operations through quality improvement and sustained results • Ensures accuracy of data, work & information • Contributes ideas for improvement 	3			M, D.	Mr. Abraham strives to continuously improve operations. He brings many new ideas to increase the efficiency of the department
6. Policy Adherence	<ul style="list-style-type: none"> • Reports safety and environmental hazards 		2		M, D.	

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	<ul style="list-style-type: none"> • Responds per policy to fire drills, codes, etc. • Promotes adherence to the Health Sciences Compliance Program, the Howard University Code of Ethics and the Health Sciences Standards of Conduct • Attends annual and periodic mandatory compliance and HIPAA privacy training • Participates in activities that promote adherence to federal healthcare program requirements • Adheres to the policies of and actively participates in Health Sciences Compliance and HIPAA program initiatives. • Maintains confidentiality of patients, families and staff 					
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Section 2: Individual Competencies*

*The individual competency data must be obtained from an updated, official position description.

Competency Category	Behavior Knowledge, Skills, Ability	A	S	U	Scoring Method	Supporting Comments
1. Initiate and Provide Therapeutic Treatments	Checks the charts and determines appropriateness of prescribed therapy and goals for identified pathophysiological state. Explains to patient planned respiratory therapy procedures. Provides treatments to patient according to established department policy and procedural guidelines. Maintains an accurate record of appropriate therapy given, with all vital documentation.		2		M,D.	
2. Oxygen Therapy and Airway Management	Conducts prescribed therapeutic procedures to achieve adequate oxygenation, spontaneous and artificial ventilation, maintenance of patient airway and the removal of bronchopulmonary secretions.	3			M,D.	Mr. Abraham is an accomplished ICU therapist who frequently informs physicians of avant-garde modes of therapy.
3. Maintains Respiratory Equipment	Performs routine testing, maintenance adjustment and repair of respiratory therapy equipment. Set up and operates a variety of respiratory equipment. Sterilizes and disinfects respiratory equipment. Performs quality control procedures for blood gas analyzers.		2		M,D.	
4. Patient Assessment	Reviews existing data in patient records, including admission and current respiratory care orders, patient history, physical examination, pulmonary function values, blood gas results, EKG's and additional data. Collects and evaluates pertinent clinical information by inspection, palpation, percussion, auscultation and patient interview. Inspects chest x-rays to determine presence of/or changes in consolidation, atelectasis, pneumothorax and position of tracheal tubes.	3			M,D.	Mr. Abraham is thorough in his assessment, data gathering and documenting of his discoveries.
5. Provide Critical Care Management	Performs and evaluates spirometry before and after bronchodilator, pulmonary mechanics, and blood gas analysis. Collects pertinent data through x-rays, blood gas analysis, pulmonary function studies and other laboratory data.	3			M,D.	Mr. Abraham is now able to take care of our sickest patients in the hospital and is very good at critical care management.
6. Evaluates and Monitors Therapeutic Modalities	Evaluates and monitors patient response to treatments. Records results/response as required by HUH policy and regulating agencies and communicates information to appropriate members of the healthcare team. Reports all untoward incidents, which occur during the treatment to nursing personnel, physicians and supervisor.	3			M,D.	Mr. Abraham is very careful to monitor the therapeutic modalities he applies to our patients. He fine tunes his adjustments to effect patient friendly outcomes

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Section 3: Summary

Organizational: 1. 3 2. 3 3. 3 4. 2 5. 3 6. 2
Individual: 1. 2 2. 2 3. 3 4. 3 5. 3 6. 3
Total Score: 32

Please circle one: 30-36 Above Satisfactory (Exceeds expectation)
 20-29 Satisfactory (Meets expectation)
 Below 20 Unsatisfactory (Does not meet expectation)

Section 4: Comments

Employee Remarks / Self Evaluation: _____

Manager Remarks / Suggested Goals: Mr. Zaki Abraham is a talented therapist who can work in any area of our hospital. He comes with a wealth of knowledge and is willing and able to impart his knowledge to others. We will continue to integrate Mr. Abraham into our day to day Activities. Mr. Abraham did not sign his evaluation due to being on extended vacation.

Performance Improvement Plan & Timeframe: _____

Employee's Signature: _____ **Date:** _____
Manager's Signature: _____ **Date:** _____
Director's Signature: _____ **Date:** _____