

PERFORMANCE EVALUATION
Community Health Worker (CHW)

Name _____ Date _____

60 day review _____ Annual review _____ Other _____

	Needs Urgent Improvement	Needs some improvement	Meets job requirements	Exceeds expectations	Far exceeds expectations
RESPONSIBILITIES/JOB KNOWLEDGE	0	1	2	3	4
Outreach to high risk patients					
Assist patients in the community					
Build relationships with site staff					
Increase health knowledge & self-sufficiency through range of activities					
Continuously expand knowledge & understanding of community resources & clinic services/programs					
Review referral forms, needs assessment screening tools & EMR data					
Follow up appropriately with program participants					
Complete client-centered treatment goals with patients & review progress					
Provide assistance with medical, behavioral health, and social services appointments/referrals & follow up					
Ensure client access to interpreters & translators					
Assist patient in securing transportation to service appointments					
Assist patient in obtaining necessary medications through patient assistance programs					
Assist clients in accessing & understanding necessary health & wellness information provided by their provider & clinic					
Provide support & education to patient to assist them in adhering to medical recommendations & taking medications as prescribed					
Provide regular & timely updates to providers					
Clearly document all patient family responses for interactions , as well as other activities & observations in the EMR					

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	Needs Urgent Improvement	Needs some improvement	Meets job requirements	Exceeds expectations	Far exceeds expectations
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INITIATIVE	0	1	2	3	4
Self motivated in completing assignments					
Makes suggestions to improve performance or production					
Seeks out new assignments & assumes additional responsibilities as needed					

	Needs Urgent Improvement	Needs some improvement	Meets job requirements	Exceeds expectations	Far exceeds expectations
QUALITY OF WORK	0	1	2	3	4
Volume of work accomplished meets expectations					
Completes work in timely manner					
Strives to increase productivity					
Demonstrates required computer skills					
Adapts to new technology & programs					
Mindful in using technology to increase productivity					

	Needs Urgent Improvement	Needs some improvement	Meets job requirements	Exceeds expectations	Far exceeds expectations
PERSONAL/BEHAVIOR	0	1	2	3	4
Positive attitude					
Professional attire & behavior					
Works cooperatively with all staff					
Flexibility in scheduling & assignment changes					
Displays cultural sensitivity					
Work is organized, complete & thorough					
Reliable in completing tasks					
Follows instruction & responds to management directions					
Consistent attendance, attention to timely clock-in/out					

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	Needs Urgent Improvement	Needs some improvement	Meets job requirements	Exceeds expectations	Far exceeds expectations
ADMINISTRATIVE/TEAMWORK	0	1	2	3	4

Maintains patient confidentiality					
Participates in performance & quality improvement activities					
Attends/seeks out professional development activities as appropriate					
Offers assistance & support to co-workers & displays a teamwork attitude					
Emotions well-controlled in work environment					
Helps build & maintain morale					
Displays understanding of basic PCMH concepts & applies to daily work					

	Needs Urgent Improvement	Needs some improvement	Meets job requirements	Exceeds expectations	Far exceeds expectations
CUSTOMER SERVICE	0	1	2	3	4
Treats patients & co-workers w/respect, courtesy & compassion					
Identifies problems & contributes to solutions					
Promotes teamwork & cooperation to maximize efficiency					
Encourages open communication & mutual education					
Exhibits good listening & comprehension					
Selects & uses appropriate communication methods with patients & co-workers					
Good expression of ideas and thoughts, both verbally & written					
Responds in a timely fashion to patient, staff, & customer needs					
Manages difficult or emotional patient, staff, & customer situations					

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Total Score: _____/196

PERFORMANCE EVALUATION SUMMARY:

Strengths & abilities demonstrated during the evaluation period: _____

Opportunities for improvement demonstrated during the evaluation period: _____

EMPLOYEE COMMENTS: _____

In accordance with the Clinic, Inc. Conflict of Interest Policy, we are requesting the following information:

	Yes	No
Are you aware of any conflicts of interest that may arise as a result of your employment with Clinic, Inc.?		
Are you a spouse, child, parent, brother, or sister by blood or marriage of any member of the Clinic, Inc. Board of Directors?		
Have you read, and do you understand the Conflict of Interest Policy?		
If you answered "yes" to being a relative of a Board of Director member, please specify relationship:		

This evaluation was discussed with me on ____/____/____ Signature: _____

RECOMMENDATION:

- ☐ No Change
- ☐ Wage Increase 0%-_____%

Current Base Salary: \$_____._____/hr

Current Wage Increase: \$_____._____/hr

Incentives/Certification Pay: \$_____,_____/hr

Adjusted Salary as of today: \$_____._____/hr

Supervisor Signature

Date