

Memorandum of Understanding (MOU) for the  
VISN 20 between VISN 20 Float Pool Service  
and  
American Federation of Government Employees (AFGE), AFL-CIO  
National VA Council 53, AFGE Locals 2157, 498, and 2583

The following constitutes an agreement between VISN 20 Float Pool Service and the American Federation of Government Employees (AFGE), AFL-CIO, National VA Council #53 (NVAC), AFGE Local 2157 AFGE Local 2583, & AFGE Local 498 the parties have reviewed and agreed upon the appropriate arrangements and procedures regarding MSA Float Pool Performance Standards.

- It is agreed that the MSA Float Pool Performance Standards will be attached to this MOU.

Both Management and the Union reserve the right to re-open bargaining in this MOU by providing a minimum of 30 calendar days advance written notice requesting negotiation.

**Donald Fowler**  
NVAC 11<sup>th</sup> District Representative  
Chief Negotiator, Labor

**Deonna Carlson**  
Float Pool & Community Care Director  
Chief Negotiator, Management

**Denise L. Lieb**  
President AFGE Local 2583

**Yvonne Angel**  
President AFGE Local 2157

**Paul Nance**  
President AFGE Local 498



This form is to be used for non-supervisory Title 5/Hybrid Title 38 employees. Instructions for completing this form may be found at http://vaww.va.gov/OHRM/EmployeeRelations/ under the Performance tab. For additional information, see VA Handbook 5013, Part I. If additional space is needed for any item on this form, use page 6, Section I, or attachment pages.

SECTION A: PERFORMANCE PLAN AND APPRAISAL OF

Form with fields for Employee's Name, Position Title, Service, Location, Date Assigned, and Signatures.

SECTION B: PERFORMANCE PLAN

Each performance plan must include all elements that will be used to assign an overall rating. Performance plans must contain at least one critical and one noncritical element.

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

\*DENOTES CRITICAL ELEMENT

Performance is determined based on a random sample of work, quality assurance monitors, complaints received, reviews, daily reports, and supervisory observations.

\*A. CORE RESPONSIBILITIES:

Fully Successful: Accuracy score between 90%-95%, and no more than four (4) instances of falling below the accuracy standard during the rating period.

Exceptional: Accuracy score above 96%, and zero instances of falling below the accuracy standard during the rating period.

- List of 10 specific responsibilities for the Advanced Medical Support Asst. position, such as scheduling, patient care, and system management.

## SECTION B: PERFORMANCE PLAN (Continued)

### PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

#### **B. CONTINUOUS QUALITY IMPROVEMENT (CQI):**

**Fully Successful:** No more than four (4) instances of confirmed failure in a rating period.

**Exceptional:** No instances of confirmed failure in a rating period.

- Keeps current on all information regarding any updates or changes of policy/procedure, regulations, directives and memorandums pertaining to the VA's mission and their current position. Uses a variety of media to include but not limited to Intranet, Internet, Vista and outlook e-mail, verbal and written communications to do this.
- Completes all mandatory training on time.
- Willing to learn new procedures and technology.
- Open to ideas different from one's own.
- Looks for better alternatives to the "the way we've always done it".
- Seeks and listens to the ideas of others and helps generate new ideas.
- Shall consider environmentally preferable and recycled products in all purchasing decisions. Shall follow all policies and procedures to ensure compliance with all applicable environmental regulations & requirements; and be good stewards of the environment through pollution prevention, waste minimization and resource conservation.

#### **\*C. CONFIDENTIALITY:**

**Fully Successful:** No more than four (4) confirmed incidents of non-compliance per rating period.

**Exceptional:** No incidents of confirmed non-compliance per rating period.

- Does not use, obtain, or attempt to obtain confidential, protected, or restricted information without a valid "need to know" and uses such information for authorized purposes only.
- Ensures all confidential, protected and restricted information, access codes, and passwords utilized in conjunction with the performance of the assigned duties of the position is maintained and secured through appropriate means and protected from sources that do not have a "need to know".
- Ensures proper question is answered on all admissions regarding "Opted out or in" for the facility directory, in regards to acknowledging the patients current in house status to non-VA employees and adheres to regulations regarding opt-out guidelines.

#### **\*D. CUSTOMER SERVICE:**

**Fully Successful:** No more than four (4) confirmed incident of non-compliance per rating period.

**Exceptional:** No incidents of confirmed non-compliance per rating period.

- Interacts with patients, visitors, staff, family members, and others in a courteous, helpful, and cooperative manner demonstrating respect and cooperation. Areas of customer service will include acting as an initial contact to interact with patients, family members, staff and others while answering inquiries and addressing concerns or complaints at a local level.
- Courteous in all interactions with patients, visitors and co-workers.
- Listens to concerns of customers and resolves complaints and concerns effectively and promptly within 24 hours for initiation, and resolution within 48-72 hours.
- Seeks to go beyond with the customer request and do something extra.
- Assists customers in making informed decisions.
- Demonstrates the willingness and capacity to resourcefully meet internal and external customer needs on the spot.
- Provides support to fellow employees in accomplishing mission.
- Maintains professional relationships with all managers, supervisors, coworkers, patients, and families that are consistently courteous, respectful and cooperative.
- Provides timely, courteous and appropriate service to internal and external customers, seeking to exceed the customer's expectations.
- If the incumbent is not able to directly assist the customer, they will direct the customer to the appropriate person who can assist with the issue or question.
- Communicates clearly and effectively with internal and external customers in a tactful and courteous manner both verbally and in writing.
- Promotes a positive and professional image of the VISN 20 MSA Float Pool and speaks favorably of the organization and its people.
- Answers telephones in a timely manner and addresses the issues of the caller promptly in a professional, courteous and friendly manner.

**SECTION B: PERFORMANCE PLAN (Continued)**

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

**E. DATA INPUT:**

**Fully Successful:** Accuracy score between **90%-95%**, no more than four (4) instances of falling below the accuracy standard during the rating period.

**Exceptional:** Accuracy score above **96%**, and zero instances of falling below the accuracy standard during the rating period.

- Updates patient's current demographics including insurance information on all patients reporting for treatment using the mandatory Pre-Registration program.
- Inputs data into programs or software as related to designated work area.
- Appropriately (and on a daily basis) assist check-ins as well as no-shows or cancels all appointments for patients coming into the clinic/specialty areas for appointments and processes clinic cancellations by cancelling and rescheduling patients in a timely manner allowing adequate time for out of town Veterans.

**F. DATA CAPTURE:**

**Fully Successful:** Average score between **90%-97%** of records audited in a rating period, no more than four (4) instances of falling below the accuracy standard during the rating period.

**Exceptional:** Average score between **98%-100%** of records audited in a rating period.

- Creates progress notes for all reports requiring scanning that do not already have one available.
- Ensures the correct CPRS note title, location, and date are entered when creating the note.
- Alerts correct provider via additional signer for those documents that have not been reviewed first by patients assigned primary provider.
- Accurately indexes the Non-VA Care document(s) into the correct area of CPRS. Ensures documents are indexed under the correct note title, and that the correct dates are used.
- Reviews all VA and Non-VA Care documents that are approved for scanning thoroughly to ensure that they are linked into the appropriate consult, and ensuring the consult is closed out.

**SECTION C: CHANGES TO PERFORMANCE PLAN (Changes may be recorded anytime during the rating period.)**

ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)

**SECTION D: PROGRESS REVIEW**

At least one progress review is required during the appraisal period. The employee must be informed of his/her progress as measured against the performance plan. Additional progress reviews may be documented on page 6, Section 1.

A progress review was conducted and discussed with the employee, and the employee's performance as of this date:

- Is considered Fully Successful or better.
- Needs improvement to be Fully Successful or better. (See VA Handbook 5013, Part I, for additional information regarding addressing unacceptable performance.)

SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)
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**SECTION E: ACTUAL ACHIEVEMENT**

List each ELEMENT from Section B of the employee's performance plan where indicated below, and indicate the overall level of achievement that best describes the employee's performance for each element. Do not indicate achievement for each individual performance standard. Justification, including specific examples of performance for each element that was rated Exceptional or Unacceptable, must be provided in the space below. Rating an element Exceptional means that Fully Successful performance standards have been significantly surpassed for ALL standards within that particular element. This level is reserved for employees whose performance in the element far exceeds normal expectations, and results in major contributions to the accomplishment of organizational goals.

Prior to assigning an Unacceptable level of achievement, ensure applicable policy requirements have been met as required in VA Handbook 5013, Part I.

ELEMENTS <i>(Use the same Elements as listed in Section B)</i>	LEVELS OF ACHIEVEMENT		
	EXCEPTIONAL	FULLY SUCCESSFUL	UNACCEPTABLE <i>(See instructions above)</i>
A. *CORE DUTIES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. CONTINUOUS QUALITY IMPROVEMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. *CONFIDENTIALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. *CUSTOMER SERVICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. DATA INPUT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. DATA CAPTURE	<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"/>

Use this section to provide justification, including specific examples of performance, for each element that was rated Exceptional or Unacceptable. (Specific achievements at the Fully Successful level are optional.)

JUSTIFICATION:

**SECTION F: OVERALL RATING**

TYPE OF RATING

- ANNUAL RATING OF RECORD     SPECIAL RATING OF RECORD     SUMMARY RATING  
(POSITION CHANGES - EMPLOYEE OR RATER)

PERIOD COVERED BY THIS APPRAISAL (Complete only for Special Rating of Record or Summary Rating.)

FROM (MM/DD/YYYY) TO (MM/DD/YYYY)

**NOTE: Recommended Performance Rating** - Using achievement levels assigned in Section E and the criteria described below, check the appropriate rating.

PERFORMANCE RATING

- OUTSTANDING** - Achievement levels for all elements are designated as Exceptional.
- EXCELLENT** - Achievement levels for all critical elements are designated as Exceptional. Achievement levels for noncritical elements are designated as at least Fully Successful. Some, but not all, noncritical elements may be designated as Exceptional.
- FULLY SUCCESSFUL** - The achievement level for at least one critical element is designated as Fully Successful. Achievement levels for other critical and noncritical elements are designated as at least Fully Successful or higher.
- MINIMALLY SATISFACTORY** - Achievement levels for all critical elements are designated as at least Fully Successful. However, the achievement level(s) for one (or more) noncritical element(s) is (are) designated as Unacceptable.
- UNACCEPTABLE** - The achievement level(s) for one (or more) critical element(s) is (are) designated as Unacceptable.

SIGNATURE AND TITLE OF RATER

DATE (MM/DD/YYYY)

**SECTION G: HIGHER LEVEL REVIEW/APPROVAL**

Required only for Minimally Satisfactory and Unacceptable ratings of record; unless organization has chosen to have higher level approval required for Outstanding ratings of record.

- Concur with recommended rating.
- Do not concur with rating. Approve rating of \_\_\_\_\_.

EXPLANATION FOR PERFORMANCE RATING CHANGE

SIGNATURE AND TITLE OF APPROVAL OFFICIAL

DATE (MM/DD/YYYY)

**SECTION H: EMPLOYEE RECEIPT OF PERFORMANCE APPRAISAL**

A copy of this performance appraisal was given to me. 

SIGNATURE OF EMPLOYEE

DATE (MM/DD/YYYY)

**SECTION I: ADDITIONAL COMMENTS/INFORMATION**

USE THIS AREA FOR ANY ADDITIONAL INFORMATION

**SECTION I: ADDITIONAL COMMENTS/INFORMATION** *(Continued)*



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SECTION A: PERFORMANCE PLAN AND APPRAISAL OF

Form with fields for Employee's Name, Position Title, Service, Location, Date Assigned, and Signatures.

SECTION B: PERFORMANCE PLAN

Each performance plan must include all elements that will be used to assign an overall rating. Performance plans must contain at least one critical and one noncritical element.

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

\*DENOTES CRITICAL ELEMENT

Performance is determined based on a random sample of work, quality assurance monitors, complaints received, reviews, daily reports, and supervisory observations.

\*A. CORE RESPONSIBILITIES:

Fully Successful: Accuracy score between 90%-95%, and no more than four (4) instances of falling below the accuracy standard during the rating period.

Exceptional: Accuracy score above 96%, and zero instances of falling below the accuracy standard during the rating period.

- List of 10 specific responsibilities for the Medical Support Asst. position, such as scheduling, monitoring alerts, and managing referrals.



## SECTION B: PERFORMANCE PLAN (Continued)

### PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

#### **B. CONTINUOUS QUALITY IMPROVEMENT (CQI):**

**Fully Successful:** No more than four (4) instances of confirmed failure in a rating period.

**Exceptional:** No instances of confirmed failure in a rating period.

- Keeps current on all information regarding any updates or changes of policy/procedure, regulations, directives and memorandums pertaining to the VA's mission and their current position. Uses a variety of media to include but not limited to Intranet, Internet, Vista and outlook e-mail, verbal and written communications to do this.
- Completes all mandatory training on time.
- Willing to learn new procedures and technology.
- Open to ideas different from one's own.
- Looks for better alternatives to the "the way we've always done it".
- Seeks and listens to the ideas of others and helps generate new ideas.
- Shall consider environmentally preferable and recycled products in all purchasing decisions. Shall follow all policies and procedures to ensure compliance with all applicable environmental regulations & requirements; and be good stewards of the environment through pollution prevention, waste minimization and resource conservation.

#### **\*C. CONFIDENTIALITY:**

**Fully Successful:** No more than four (4) confirmed incidents of non-compliance per rating period.

**Exceptional:** No incidents of confirmed non-compliance per rating period.

- Does not use, obtain, or attempt to obtain confidential, protected, or restricted information without a valid "need to know" and uses such information for authorized purposes only.
- Ensures all confidential, protected and restricted information, access codes, and passwords utilized in conjunction with the performance of the assigned duties of the position is maintained and secured through appropriate means and protected from sources that do not have a "need to know".
- Ensures proper question is answered on all admissions regarding "Opted out or in" for the facility directory, in regards to acknowledging the patients current in house status to non-VA employees and adheres to regulations regarding opt-out guidelines.

#### **\*D. CUSTOMER SERVICE:**

**Fully Successful:** No more than four (4) confirmed incident of non-compliance per rating period.

**Exceptional:** No incidents of confirmed non-compliance per rating period.

- Interacts with patients, visitors, staff, family members, and others in a courteous, helpful, and cooperative manner demonstrating respect and cooperation. Areas of customer service will include acting as an initial contact to interact with patients, family members, staff and others while answering inquiries and addressing concerns or complaints at a local level.
- Courteous in all interactions with patients, visitors and co-workers.
- Listens to concerns of customers and resolves complaints and concerns effectively and promptly within 24 hours for initiation, and resolution within 48-72 hours.
- Seeks to go beyond with the customer request and do something extra.
- Assists customers in making informed decisions.
- Demonstrates the willingness and capacity to resourcefully meet internal and external customer needs on the spot.
- Provides support to fellow employees in accomplishing mission.
- Maintains professional relationships with all managers, supervisors, coworkers, patients, and families that are consistently courteous, respectful and cooperative.
- Provides timely, courteous and appropriate service to internal and external customers, seeking to exceed the customer's expectations.
- If the incumbent is not able to directly assist the customer, they will direct the customer to the appropriate person who can assist with the issue or question.
- Communicates clearly and effectively with internal and external customers in a tactful and courteous manner both verbally and in writing.
- Promotes a positive and professional image of the VISN 20 MSA Float Pool and speaks favorably of the organization and its people.
- Answers telephones in a timely manner and addresses the issues of the caller promptly in a professional, courteous and friendly manner.

**SECTION B: PERFORMANCE PLAN (Continued)**

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

**E. DATA INPUT:**

**Fully Successful:** Accuracy score between **90%-95%**, no more than four (4) instances of falling below the accuracy standard during the rating period.

**Exceptional:** Accuracy score above **96%**, and zero instances of falling below the accuracy standard during the rating period.

- Updates patient's current demographics including insurance information on all patients reporting for treatment using the mandatory Pre-Registration program.
- Inputs data into programs or software as related to designated work area.
- Appropriately (and on a daily basis) assist check-ins as well as no-shows or cancels all appointments for patients coming into the clinic/specialty areas for appointments and processes clinic cancellations by cancelling and rescheduling patients in a timely manner allowing adequate time for out of town Veterans.

**F. DATA CAPTURE:**

**Fully Successful:** Average score between **90%-97%** of records audited in a rating period, no more than four (4) instances of falling below the accuracy standard during the rating period.

**Exceptional:** Average score between **98%-100%** of records audited in a rating period.

- Creates progress notes for all reports requiring scanning that do not already have one available.
- Ensures the correct CPRS note title, location, and date are entered when creating the note.
- Alerts correct provider via additional signer for those documents that have not been reviewed first by patients assigned primary provider.
- Accurately indexes the Non-VA Care document(s) into the correct area of CPRS. Ensures documents are indexed under the correct note title, and that the correct dates are used.
- Reviews all VA and Non-VA Care documents that are approved for scanning thoroughly to ensure that they are linked into the appropriate consult, and ensuring the consult is closed out.

**SECTION C: CHANGES TO PERFORMANCE PLAN (Changes may be recorded anytime during the rating period.)**

ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)

**SECTION D: PROGRESS REVIEW**

At least one progress review is required during the appraisal period. The employee must be informed of his/her progress as measured against the performance plan. Additional progress reviews may be documented on page 6, Section 1.

A progress review was conducted and discussed with the employee, and the employee's performance as of this date:

- Is considered Fully Successful or better.
- Needs improvement to be Fully Successful or better. *(See VA Handbook 5013, Part I, for additional information regarding addressing unacceptable performance.)*

SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)
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**SECTION E: ACTUAL ACHIEVEMENT**

List each ELEMENT from Section B of the employee's performance plan where indicated below, and indicate the overall level of achievement that best describes the employee's performance for each element. Do not indicate achievement for each individual performance standard. Justification, including specific examples of performance for each element that was rated Exceptional or Unacceptable, must be provided in the space below. Rating an element Exceptional means that Fully Successful performance standards have been significantly surpassed for ALL standards within that particular element. This level is reserved for employees whose performance in the element far exceeds normal expectations, and results in major contributions to the accomplishment of organizational goals.

Prior to assigning an Unacceptable level of achievement, ensure applicable policy requirements have been met as required in VA Handbook 5013, Part I.

ELEMENTS <i>(Use the same Elements as listed in Section B)</i>	LEVELS OF ACHIEVEMENT		
	EXCEPTIONAL	FULLY SUCCESSFUL	UNACCEPTABLE <i>(See instructions above)</i>
A. *CORE DUTIES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. CONTINUOUS QUALITY IMPROVEMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. *CONFIDENTIALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. *CUSTOMER SERVICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. DATA INPUT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. DATA CAPTURE	<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"/>

Use this section to provide justification, including specific examples of performance, for each element that was rated Exceptional or Unacceptable. (Specific achievements at the Fully Successful level are optional.)

JUSTIFICATION:

**SECTION F: OVERALL RATING**

TYPE OF RATING

- ANNUAL RATING OF RECORD     SPECIAL RATING OF RECORD     SUMMARY RATING  
(POSITION CHANGES - EMPLOYEE OR RATER)

PERIOD COVERED BY THIS APPRAISAL (Complete only for Special Rating of Record or Summary Rating.)

FROM (MM/DD/YYYY) TO (MM/DD/YYYY)

**NOTE: Recommended Performance Rating** - Using achievement levels assigned in Section E and the criteria described below, check the appropriate rating.

PERFORMANCE RATING

- OUTSTANDING** - Achievement levels for all elements are designated as Exceptional.
- EXCELLENT** - Achievement levels for all critical elements are designated as Exceptional. Achievement levels for noncritical elements are designated as at least Fully Successful. Some, but not all, noncritical elements may be designated as Exceptional.
- FULLY SUCCESSFUL** - The achievement level for at least one critical element is designated as Fully Successful. Achievement levels for other critical and noncritical elements are designated as at least Fully Successful or higher.
- MINIMALLY SATISFACTORY** - Achievement levels for all critical elements are designated as at least Fully Successful. However, the achievement level(s) for one (or more) noncritical element(s) is (are) designated as Unacceptable.
- UNACCEPTABLE** - The achievement level(s) for one (or more) critical element(s) is (are) designated as Unacceptable.

SIGNATURE AND TITLE OF RATER

DATE (MM/DD/YYYY)

**SECTION G: HIGHER LEVEL REVIEW/APPROVAL**

Required only for Minimally Satisfactory and Unacceptable ratings of record; unless organization has chosen to have higher level approval required for Outstanding ratings of record.

- Concur with recommended rating.
- Do not concur with rating. Approve rating of \_\_\_\_\_.

EXPLANATION FOR PERFORMANCE RATING CHANGE

SIGNATURE AND TITLE OF APPROVAL OFFICIAL

DATE (MM/DD/YYYY)

**SECTION H: EMPLOYEE RECEIPT OF PERFORMANCE APPRAISAL**

A copy of this performance appraisal was given to me. 

SIGNATURE OF EMPLOYEE

DATE (MM/DD/YYYY)

**SECTION I: ADDITIONAL COMMENTS/INFORMATION**

USE THIS AREA FOR ANY ADDITIONAL INFORMATION

**SECTION I: ADDITIONAL COMMENTS/INFORMATION** *(Continued)*



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SECTION A: PERFORMANCE PLAN AND APPRAISAL OF

Form with fields for EMPLOYEE'S NAME, POSITION TITLE, PAY PLAN-GRADE, DEPARTMENT/OFFICE, SERVICE, LOCATION, DATE ASSIGNED PRESENT POSITION, PERIOD COVERED BY THIS PERFORMANCE PLAN, SIGNATURE AND TITLE OF RATER, SIGNATURE OF EMPLOYEE, and DATE.

SECTION B: PERFORMANCE PLAN

Each performance plan must include all elements that will be used to assign an overall rating. Performance plans must contain at least one critical and one noncritical element. Each critical and noncritical element usually contains three to five performance standards. See VA Handbook 5013 Part I for additional guidance regarding mandatory performance standards, and planning performance plans. Critical elements will be denoted by an asterisk (\*).

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

\*DENOTES CRITICAL ELEMENT

Performance is determined based on a random sample of work, quality assurance monitors, complaints received, reviews, daily reports, and supervisory observations.

\*A. CORE RESPONSIBILITIES:

Fully Successful: Accuracy score between 90%-95%, and no more than four (4) instances of falling below the accuracy standard during the rating period.

Exceptional: Accuracy score above 96%, and zero instances of falling below the accuracy standard during the rating period.

- List of 10 performance standards for the Medical Support Asst. position, including scheduling, patient care, and system management.

## SECTION B: PERFORMANCE PLAN (Continued)

### PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

#### **B. CONTINUOUS QUALITY IMPROVEMENT (CQI):**

**Fully Successful:** No more than four (4) instances of confirmed failure in a rating period.

**Exceptional:** No instances of confirmed failure in a rating period.

- Keeps current on all information regarding any updates or changes of policy/procedure, regulations, directives and memorandums pertaining to the VA's mission and their current position. Uses a variety of media to include but not limited to Intranet, Internet, Vista and outlook e-mail, verbal and written communications to do this.
- Completes all mandatory training on time.
- Willing to learn new procedures and technology.
- Open to ideas different from one's own.
- Looks for better alternatives to the “the way we've always done it”.
- Seeks and listens to the ideas of others and helps generate new ideas.
- Shall consider environmentally preferable and recycled products in all purchasing decisions. Shall follow all policies and procedures to ensure compliance with all applicable environmental regulations & requirements; and be good stewards of the environment through pollution prevention, waste minimization and resource conservation.

#### **\*C. CONFIDENTIALITY:**

**Fully Successful:** No more than four (4) confirmed incidents of non-compliance per rating period.

**Exceptional:** No incidents of confirmed non-compliance per rating period.

- Does not use, obtain, or attempt to obtain confidential, protected, or restricted information without a valid “need to know” and uses such information for authorized purposes only.
- Ensures all confidential, protected and restricted information, access codes, and passwords utilized in conjunction with the performance of the assigned duties of the position is maintained and secured through appropriate means and protected from sources that do not have a “need to know”.
- Ensures proper question is answered on all admissions regarding “Opted out or in” for the facility directory, in regards to acknowledging the patients current in house status to non-VA employees and adheres to regulations regarding opt-out guidelines.

#### **\*D. CUSTOMER SERVICE:**

**Fully Successful:** No more than four (4) confirmed incident of non-compliance per rating period.

**Exceptional:** No incidents of confirmed non-compliance per rating period.

- Interacts with patients, visitors, staff, family members, and others in a courteous, helpful, and cooperative manner demonstrating respect and cooperation. Areas of customer service will include acting as an initial contact to interact with patients, family members, staff and others while answering inquiries and addressing concerns or complaints at a local level.
- Courteous in all interactions with patients, visitors and co-workers.
- Listens to concerns of customers and resolves complaints and concerns effectively and promptly within 24 hours for initiation, and resolution within 48-72 hours.
- Seeks to go beyond with the customer request and do something extra.
- Assists customers in making informed decisions.
- Demonstrates the willingness and capacity to resourcefully meet internal and external customer needs on the spot.
- Provides support to fellow employees in accomplishing mission.
- Maintains professional relationships with all managers, supervisors, coworkers, patients, and families that are consistently courteous, respectful and cooperative.
- Provides timely, courteous and appropriate service to internal and external customers, seeking to exceed the customer's expectations.
- If the incumbent is not able to directly assist the customer, they will direct the customer to the appropriate person who can assist with the issue or question.
- Communicates clearly and effectively with internal and external customers in a tactful and courteous manner both verbally and in writing.
- Promotes a positive and professional image of the VISN 20 MSA Float Pool and speaks favorably of the organization and its people.
- Answers telephones in a timely manner and addresses the issues of the caller promptly in a professional, courteous and friendly manner.

**SECTION B: PERFORMANCE PLAN (Continued)**

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

**E. DATA INPUT:**

**Fully Successful:** Accuracy score between **90%-95%**, no more than four (4) instances of falling below the accuracy standard during the rating period.

**Exceptional:** Accuracy score above **96%**, and zero instances of falling below the accuracy standard during the rating period.

- Updates patient's current demographics including insurance information on all patients reporting for treatment using the mandatory Pre-Registration program.
- Inputs data into programs or software as related to designated work area.
- Appropriately (and on a daily basis) assist check-ins as well as no-shows or cancels all appointments for patients coming into the clinic/specialty areas for appointments and processes clinic cancellations by cancelling and rescheduling patients in a timely manner allowing adequate time for out of town Veterans.

**F. DATA CAPTURE:**

**Fully Successful:** Average score between **90%-97%** of records audited in a rating period, no more than four (4) instances of falling below the accuracy standard during the rating period.

**Exceptional:** Average score between **98%-100%** of records audited in a rating period.

- Creates progress notes for all reports requiring scanning that do not already have one available.
- Ensures the correct CPRS note title, location, and date are entered when creating the note.
- Alerts correct provider via additional signer for those documents that have not been reviewed first by patients assigned primary provider.
- Accurately indexes the Non-VA Care document(s) into the correct area of CPRS. Ensures documents are indexed under the correct note title, and that the correct dates are used.
- Reviews all VA and Non-VA Care documents that are approved for scanning thoroughly to ensure that they are linked into the appropriate consult, and ensuring the consult is closed out.

**SECTION C: CHANGES TO PERFORMANCE PLAN (Changes may be recorded anytime during the rating period.)**

ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)

**SECTION D: PROGRESS REVIEW**

At least one progress review is required during the appraisal period. The employee must be informed of his/her progress as measured against the performance plan. Additional progress reviews may be documented on page 6, Section 1.

A progress review was conducted and discussed with the employee, and the employee's performance as of this date:

- Is considered Fully Successful or better.
- Needs improvement to be Fully Successful or better. (See VA Handbook 5013, Part I, for additional information regarding addressing unacceptable performance.)

SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)
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**SECTION E: ACTUAL ACHIEVEMENT**

List each ELEMENT from Section B of the employee's performance plan where indicated below, and indicate the overall level of achievement that best describes the employee's performance for each element. Do not indicate achievement for each individual performance standard. Justification, including specific examples of performance for each element that was rated Exceptional or Unacceptable, must be provided in the space below. Rating an element Exceptional means that Fully Successful performance standards have been significantly surpassed for ALL standards within that particular element. This level is reserved for employees whose performance in the element far exceeds normal expectations, and results in major contributions to the accomplishment of organizational goals.

Prior to assigning an Unacceptable level of achievement, ensure applicable policy requirements have been met as required in VA Handbook 5013, Part I.

ELEMENTS <i>(Use the same Elements as listed in Section B)</i>	LEVELS OF ACHIEVEMENT		
	EXCEPTIONAL	FULLY SUCCESSFUL	UNACCEPTABLE <i>(See instructions above)</i>
A. *CORE DUTIES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. CONTINUOUS QUALITY IMPROVEMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. *CONFIDENTIALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. *CUSTOMER SERVICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. DATA INPUT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. DATA CAPTURE	<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"/>

Use this section to provide justification, including specific examples of performance, for each element that was rated Exceptional or Unacceptable. (Specific achievements at the Fully Successful level are optional.)

JUSTIFICATION:

*(This area is intentionally left blank for providing justification.)*

**SECTION F: OVERALL RATING**

TYPE OF RATING

- ANNUAL RATING OF RECORD     SPECIAL RATING OF RECORD     SUMMARY RATING  
(POSITION CHANGES - EMPLOYEE OR RATER)

PERIOD COVERED BY THIS APPRAISAL (Complete only for Special Rating of Record or Summary Rating.)

FROM (MM/DD/YYYY) TO (MM/DD/YYYY)

**NOTE: Recommended Performance Rating** - Using achievement levels assigned in Section E and the criteria described below, check the appropriate rating.

PERFORMANCE RATING

- OUTSTANDING** - Achievement levels for all elements are designated as Exceptional.
- EXCELLENT** - Achievement levels for all critical elements are designated as Exceptional. Achievement levels for noncritical elements are designated as at least Fully Successful. Some, but not all, noncritical elements may be designated as Exceptional.
- FULLY SUCCESSFUL** - The achievement level for at least one critical element is designated as Fully Successful. Achievement levels for other critical and noncritical elements are designated as at least Fully Successful or higher.
- MINIMALLY SATISFACTORY** - Achievement levels for all critical elements are designated as at least Fully Successful. However, the achievement level(s) for one (or more) noncritical element(s) is (are) designated as Unacceptable.
- UNACCEPTABLE** - The achievement level(s) for one (or more) critical element(s) is (are) designated as Unacceptable.

SIGNATURE AND TITLE OF RATER

DATE (MM/DD/YYYY)

**SECTION G: HIGHER LEVEL REVIEW/APPROVAL**

Required only for Minimally Satisfactory and Unacceptable ratings of record; unless organization has chosen to have higher level approval required for Outstanding ratings of record.

- Concur with recommended rating.
- Do not concur with rating. Approve rating of \_\_\_\_\_.

EXPLANATION FOR PERFORMANCE RATING CHANGE

SIGNATURE AND TITLE OF APPROVAL OFFICIAL

DATE (MM/DD/YYYY)

**SECTION H: EMPLOYEE RECEIPT OF PERFORMANCE APPRAISAL**

A copy of this performance appraisal was given to me. 

SIGNATURE OF EMPLOYEE

DATE (MM/DD/YYYY)

**SECTION I: ADDITIONAL COMMENTS/INFORMATION**

USE THIS AREA FOR ANY ADDITIONAL INFORMATION

**SECTION I: ADDITIONAL COMMENTS/INFORMATION** *(Continued)*



This form is to be used for non-supervisory Title 5/Hybrid Title 38 employees. Instructions for completing this form may be found at http://vaww.va.gov/OHRM/EmployeeRelations/ under the Performance tab. For additional information, see VA Handbook 5013, Part I. If additional space is needed for any item on this form, use page 6, Section I, or attachment pages.

SECTION A: PERFORMANCE PLAN AND APPRAISAL OF

Form with fields for EMPLOYEE'S NAME, POSITION TITLE, PAY PLAN-GRADE, DEPARTMENT/OFFICE, SERVICE, LOCATION, DATE ASSIGNED PRESENT POSITION, PERIOD COVERED BY THIS PERFORMANCE PLAN, SIGNATURE AND TITLE OF RATER, SIGNATURE OF EMPLOYEE, and DATE.

SECTION B: PERFORMANCE PLAN

Each performance plan must include all elements that will be used to assign an overall rating. Performance plans must contain at least one critical and one noncritical element. Each critical and noncritical element usually contains three to five performance standards. See VA Handbook 5013 Part I for additional guidance regarding mandatory performance standards, and planning performance plans. Critical elements will be denoted by an asterisk (\*).

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

\*DENOTES CRITICAL ELEMENT

Performance is determined based on a random sample of work, quality assurance monitors, complaints received, reviews, daily reports, and supervisory observations.

\*A. CORE RESPONSIBILITIES:

Fully Successful: Accuracy score between 90%-95%, and no more than four (4) instances of falling below the accuracy standard during the rating period.

Exceptional: Accuracy score above 96%, and zero instances of falling below the accuracy standard during the rating period.

- List of 10 performance standards for the Medical Support Asst. position, including scheduling, patient care, and system management.

## SECTION B: PERFORMANCE PLAN (Continued)

### PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

#### **B. CONTINUOUS QUALITY IMPROVEMENT (CQI):**

**Fully Successful:** No more than four (4) instances of confirmed failure in a rating period.

**Exceptional:** No instances of confirmed failure in a rating period.

- Keeps current on all information regarding any updates or changes of policy/procedure, regulations, directives and memorandums pertaining to the VA's mission and their current position. Uses a variety of media to include but not limited to Intranet, Internet, Vista and outlook e-mail, verbal and written communications to do this.
- Completes all mandatory training on time.
- Willing to learn new procedures and technology.
- Open to ideas different from one's own.
- Looks for better alternatives to the “the way we've always done it”.
- Seeks and listens to the ideas of others and helps generate new ideas.
- Shall consider environmentally preferable and recycled products in all purchasing decisions. Shall follow all policies and procedures to ensure compliance with all applicable environmental regulations & requirements; and be good stewards of the environment through pollution prevention, waste minimization and resource conservation.

#### **\*C. CONFIDENTIALITY:**

**Fully Successful:** No more than four (4) confirmed incidents of non-compliance per rating period.

**Exceptional:** No incidents of confirmed non-compliance per rating period.

- Does not use, obtain, or attempt to obtain confidential, protected, or restricted information without a valid “need to know” and uses such information for authorized purposes only.
- Ensures all confidential, protected and restricted information, access codes, and passwords utilized in conjunction with the performance of the assigned duties of the position is maintained and secured through appropriate means and protected from sources that do not have a “need to know”.
- Ensures proper question is answered on all admissions regarding “Opted out or in” for the facility directory, in regards to acknowledging the patients current in house status to non-VA employees and adheres to regulations regarding opt-out guidelines.

#### **\*D. CUSTOMER SERVICE:**

**Fully Successful:** No more than four (4) confirmed incident of non-compliance per rating period.

**Exceptional:** No incidents of confirmed non-compliance per rating period.

- Interacts with patients, visitors, staff, family members, and others in a courteous, helpful, and cooperative manner demonstrating respect and cooperation. Areas of customer service will include acting as an initial contact to interact with patients, family members, staff and others while answering inquiries and addressing concerns or complaints at a local level.
- Courteous in all interactions with patients, visitors and co-workers.
- Listens to concerns of customers and resolves complaints and concerns effectively and promptly within 24 hours for initiation, and resolution within 48-72 hours.
- Seeks to go beyond with the customer request and do something extra.
- Assists customers in making informed decisions.
- Demonstrates the willingness and capacity to resourcefully meet internal and external customer needs on the spot.
- Provides support to fellow employees in accomplishing mission.
- Maintains professional relationships with all managers, supervisors, coworkers, patients, and families that are consistently courteous, respectful and cooperative.
- Provides timely, courteous and appropriate service to internal and external customers, seeking to exceed the customer's expectations.
- If the incumbent is not able to directly assist the customer, they will direct the customer to the appropriate person who can assist with the issue or question.
- Communicates clearly and effectively with internal and external customers in a tactful and courteous manner both verbally and in writing.
- Promotes a positive and professional image of the VISN 20 MSA Float Pool and speaks favorably of the organization and its people.
- Answers telephones in a timely manner and addresses the issues of the caller promptly in a professional, courteous and friendly manner.

**SECTION B: PERFORMANCE PLAN (Continued)**

PERFORMANCE ELEMENTS/PERFORMANCE STANDARDS

**E. DATA INPUT:**

**Fully Successful:** Accuracy score between **90%-95%**, no more than four (4) instances of falling below the accuracy standard during the rating period.

**Exceptional:** Accuracy score above **96%**, and zero instances of falling below the accuracy standard during the rating period.

- Updates patient's current demographics including insurance information on all patients reporting for treatment using the mandatory Pre-Registration program.
- Inputs data into programs or software as related to designated work area.
- Appropriately (and on a daily basis) assist check-ins as well as no-shows or cancels all appointments for patients coming into the clinic/specialty areas for appointments and processes clinic cancellations by cancelling and rescheduling patients in a timely manner allowing adequate time for out of town Veterans.

**F. DATA CAPTURE:**

**Fully Successful:** Average score between **90%-97%** of records audited in a rating period, no more than four (4) instances of falling below the accuracy standard during the rating period.

**Exceptional:** Average score between **98%-100%** of records audited in a rating period.

- Creates progress notes for all reports requiring scanning that do not already have one available.
- Ensures the correct CPRS note title, location, and date are entered when creating the note.
- Alerts correct provider via additional signer for those documents that have not been reviewed first by patients assigned primary provider.
- Accurately indexes the Non-VA Care document(s) into the correct area of CPRS. Ensures documents are indexed under the correct note title, and that the correct dates are used.
- Reviews all VA and Non-VA Care documents that are approved for scanning thoroughly to ensure that they are linked into the appropriate consult, and ensuring the consult is closed out.

**SECTION C: CHANGES TO PERFORMANCE PLAN (Changes may be recorded anytime during the rating period.)**

ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
ELEMENT TITLE			
PERFORMANCE STANDARD(S)			
SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)

**SECTION D: PROGRESS REVIEW**

At least one progress review is required during the appraisal period. The employee must be informed of his/her progress as measured against the performance plan. Additional progress reviews may be documented on page 6, Section 1.

A progress review was conducted and discussed with the employee, and the employee's performance as of this date:

- Is considered Fully Successful or better.
- Needs improvement to be Fully Successful or better. (See VA Handbook 5013, Part I, for additional information regarding addressing unacceptable performance.)

SIGNATURE OF RATER	DATE (MM/DD/YYYY)	SIGNATURE OF EMPLOYEE	DATE (MM/DD/YYYY)
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**SECTION E: ACTUAL ACHIEVEMENT**

List each ELEMENT from Section B of the employee's performance plan where indicated below, and indicate the overall level of achievement that best describes the employee's performance for each element. Do not indicate achievement for each individual performance standard. Justification, including specific examples of performance for each element that was rated Exceptional or Unacceptable, must be provided in the space below. Rating an element Exceptional means that Fully Successful performance standards have been significantly surpassed for ALL standards within that particular element. This level is reserved for employees whose performance in the element far exceeds normal expectations, and results in major contributions to the accomplishment of organizational goals.

Prior to assigning an Unacceptable level of achievement, ensure applicable policy requirements have been met as required in VA Handbook 5013, Part I.

ELEMENTS <i>(Use the same Elements as listed in Section B)</i>	LEVELS OF ACHIEVEMENT		
	EXCEPTIONAL	FULLY SUCCESSFUL	UNACCEPTABLE <i>(See instructions above)</i>
A. *CORE DUTIES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. CONTINUOUS QUALITY IMPROVEMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. *CONFIDENTIALITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. *CUSTOMER SERVICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. DATA INPUT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. DATA CAPTURE	<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"/>

Use this section to provide justification, including specific examples of performance, for each element that was rated Exceptional or Unacceptable. (Specific achievements at the Fully Successful level are optional.)

JUSTIFICATION:

*(This area is intentionally left blank for providing justification.)*

**SECTION F: OVERALL RATING**

TYPE OF RATING

- ANNUAL RATING OF RECORD     SPECIAL RATING OF RECORD     SUMMARY RATING  
(POSITION CHANGES - EMPLOYEE OR RATER)

PERIOD COVERED BY THIS APPRAISAL (Complete only for Special Rating of Record or Summary Rating.)

FROM (MM/DD/YYYY) TO (MM/DD/YYYY)

**NOTE: Recommended Performance Rating** - Using achievement levels assigned in Section E and the criteria described below, check the appropriate rating.

PERFORMANCE RATING

- OUTSTANDING** - Achievement levels for all elements are designated as Exceptional.
- EXCELLENT** - Achievement levels for all critical elements are designated as Exceptional. Achievement levels for noncritical elements are designated as at least Fully Successful. Some, but not all, noncritical elements may be designated as Exceptional.
- FULLY SUCCESSFUL** - The achievement level for at least one critical element is designated as Fully Successful. Achievement levels for other critical and noncritical elements are designated as at least Fully Successful or higher.
- MINIMALLY SATISFACTORY** - Achievement levels for all critical elements are designated as at least Fully Successful. However, the achievement level(s) for one (or more) noncritical element(s) is (are) designated as Unacceptable.
- UNACCEPTABLE** - The achievement level(s) for one (or more) critical element(s) is (are) designated as Unacceptable.

SIGNATURE AND TITLE OF RATER

DATE (MM/DD/YYYY)

**SECTION G: HIGHER LEVEL REVIEW/APPROVAL**

Required only for Minimally Satisfactory and Unacceptable ratings of record; unless organization has chosen to have higher level approval required for Outstanding ratings of record.

- Concur with recommended rating.
- Do not concur with rating. Approve rating of \_\_\_\_\_.

EXPLANATION FOR PERFORMANCE RATING CHANGE

SIGNATURE AND TITLE OF APPROVAL OFFICIAL

DATE (MM/DD/YYYY)

**SECTION H: EMPLOYEE RECEIPT OF PERFORMANCE APPRAISAL**

A copy of this performance appraisal was given to me. 

SIGNATURE OF EMPLOYEE

DATE (MM/DD/YYYY)

**SECTION I: ADDITIONAL COMMENTS/INFORMATION**

USE THIS AREA FOR ANY ADDITIONAL INFORMATION



**SECTION I: ADDITIONAL COMMENTS/INFORMATION** *(Continued)*