

## PERIODIC EVALUATIONS

Many companies choose to do quarterly or semi-annual evaluations that complement their annual reviews. EmTrak 3.1 gives you complete flexibility in doing so. Included also will be email reminders to you, the manager, that a periodic evaluation is coming up.

The Super Manager determines how often a periodic review is done. Note the options of every 3 months, at 6 months, or on a certain calendar date. The Super Manager also decides if there will be Evaluation Terms included in the Periodic Evaluation. This is all done through access to **EDIT CONFIGURATION**. For more on that, review that chapter.

|   |   |
|---|---|
| <p><b>Annual Review Type</b></p> <p>Calendar <input type="button" value="v"/></p>   | <p><b>Next Annual Review (if calendar)</b></p> <p>12/31/2006 <input type="button" value="calendar"/></p>      |
| <p><b>Periodic Evaluation Type</b></p> <p>Calendar <input type="button" value="v"/></p> <p>Anniversary - 3-6-9 Months</p> <p>Anniversary - 6 Months</p> <p>Calendar <input type="button" value="v"/></p>    | <p><b>Next Periodic Evaluation (if calendar)</b></p> <p>9/30/2006 <input type="button" value="calendar"/></p> |
| <p><b>Department (enter each on a new line)</b></p> <p>Administration</p> <p>Billing</p> <p>Clinical/Respiratory</p> <p>Customer Service</p> <p>Drivers</p> <p>Finance</p> <p>Human Resources</p> <p>IT</p> | <p><b>Evaluation Terms (enter each on a new line)</b></p> <p>Attendance</p> <p>Customer Service</p>           |

To get to the Periodic Evaluation, open up an Individual Employee's page. As a Super Manager, click on **VIEW EMPLOYEES** and the list of all employees will come up.

**VIEW...**

- Job Descriptions**
- Employees**
- Managers**
- Introductory Evaluations**
- Training Documents**
- Coaching Documents**
- Applause Documents**
- Disciplinary Actions**
- Periodic Evaluations**
- Annual Reviews**

**MED Supply Company**

Click on an employee to open for viewing and editing.

| Del?                     | Employee Name                   | Employee ID | Job Description                                    | Hire/Eval Date | Status |
|--------------------------|---------------------------------|-------------|--|----------------|--------|
| <input type="checkbox"/> | <a href="#">Billy Johnson</a>   | 8998        | <a href="#">Billing - Collections and Denials</a>  | 11/09/2005     | Active |
| <input type="checkbox"/> | <a href="#">Dolly Madison</a>   | 4321        | <a href="#">Respiratory Therapist - Vent</a>       | 10/7/2005      | Active |
| <input type="checkbox"/> | <a href="#">Doug Doug</a>       | 6489        | <a href="#">rehab tech 1</a>                       | 11/17/2006     | Active |
| <input type="checkbox"/> | <a href="#">Gary Weems</a>      | 1212        | <a href="#">AA HR</a>                              | 10/02/2006     | Active |
| <input type="checkbox"/> | <a href="#">Glenn Close</a>     | 6666        | <a href="#">CSR 1</a>                              | 10/7/2005      | Active |
| <input type="checkbox"/> | <a href="#">Han Dee Mann</a>    | 9834        | <a href="#">Administrative Assistant - Service</a> | 10/07/2005     | Active |
| <input type="checkbox"/> | <a href="#">James Doe</a>       | 9040        | <a href="#">customer service rep</a>               | 10/10/2006     | Active |
| <input type="checkbox"/> | <a href="#">Jane RT</a>         | 1569        | <a href="#">Respiratory Therapist - Vent</a>       | 10/05/2006     | Active |
| <input type="checkbox"/> | <a href="#">Jason Wainright</a> | 125         | <a href="#">CSR 1</a>                              | 1/30/2006      | Active |
| <input type="checkbox"/> | <a href="#">JAYCEE MOORE</a>    | 4506        | <a href="#">RESPIRATORY SERVICE TECH 1</a>         | 03/17/2006     | Active |
| <input type="checkbox"/> | <a href="#">Jim Smith</a>       | 1111        |  | 10/07/2005     | Active |

As a Manager, simply enter your Manager's Page for a listing of all of your employees to whom you have access.

Welcome Pam Jones! What would you like to do today?

| Employee Name                   | Employee ID | Job Description                                   | Hire Date  | Status |
|---------------------------------|-------------|---|------------|--------|
| <a href="#">Mary Jones</a>      | 9236495151  | <a href="#">CSR/Reimbursement Specialist</a>      | 11/30/2005 | Active |
| <a href="#">Pam Tom</a>         | 9872        | <a href="#">Billing - Collections and Denials</a> | 11/20/2006 | Active |
| <a href="#">Tony Soprano</a>    | 4444        | <a href="#">Billing - Collections and Denials</a> | 10/7/2005  | Active |
| <a href="#">Uma Thurman</a>     | 976431      | <a href="#">Reimbursement Specialist</a>          | 11/14/2006 | Active |
| <a href="#">William Shatner</a> | 676869      | <a href="#">Reimbursement Specialist</a>          | 11/14/2006 | Active |

Click on the name of the employee you want to create an evaluation for and their page comes up. To create a Periodic Evaluation, click on **PERIODIC EVALUATION**.

|                                      |
|--------------------------------------|
| <b>CREATE...</b>                     |
| <b>Training Document</b>             |
| <b>Coaching Document</b>             |
| <b>Applause Document</b>             |
| <b>Disciplinary Action</b>           |
| <b>Periodic Evaluation</b>           |
| <b>Annual Review Self-Evaluation</b> |
| <b>Annual Review</b>                 |

If you set goals in a last evaluation, notice that EmTrak 3.1 automatically brings up goals from the last evaluation – a perfect reminder of what you requested and reminder for follow-through.

Also, note the simple list of items you may choose to score an employee on. This is entirely customizable to a company or a company can simply choose not to use this feature. Let's say the company needed to focus this quarter on customer service, time management, etc. This is a great way to drive that home for the entire company. (As noted in the beginning, the Super Manager creates these terms in Edit Configuration.)

|   |  |
|---|--|
| <b>Return to Menu</b>   |  |
| <b>Employee Name</b><br>William Shatner   | <b>Job Title</b><br>Reimbursement Specialist   |
| <b>Department</b><br>Billing  | <b>Manager</b><br>Pam Jones  |
| <b>Employee ID</b><br>676869  | <b>Date</b><br>11/30/2006  |
| <b>Last Evaluation: 11/29/2006</b>  |  |
| <p>** Target: Skilled use in the features of our phone system<br/>Work with supervisor and a skilled employee to first nail down those features of the phone that must be mastered, such as transferring, hold, voice mail. Once the list is complete, then work with that person to make sure every element is nailed down and you are proficient in that skill. Complete before the next review.</p> <p>****Productivity Goal<br/>By the date noted below, you will have properly worn your uniform or proper office attire and name tag each work day through that date.</p> |  |
| <p><b>Instructions – Please rate this employee's performance from 1 to 5 for each of the following categories.</b></p> <ul style="list-style-type: none"> <li>◇ 5 = Exceptional, consistently exceeds expectations</li> <li>◇ 4 = Above Average, often exceeds expectations</li> <li>◇ 3 = Average, consistently meets expectations</li> <li>◇ 2 = Inadequate, consistently fails to meets expectations</li> <li>◇ 1 = Poor, immediate improvement required</li> </ul>  |  |
| <b>Attendance</b>   | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 |
| <b>Customer Service</b>   | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 |

Now, notice these key elements of the Periodic Evaluation.

### Overview and Comments

In the next element of the PERIODIC EVALUATION there is space for you to place your overall comments, as part of Overview and Comments. The benefits you mention are important – think hard and write well when describing this employee's strengths. If there areas of growth you recommend, they need to be reflected when you create some coaching items below.

### Uncompleted Goals

Second, if there were uncompleted goals from the last evaluation (remember, they were listed at the top of the page), then you could simply cut and paste and redefine when you want those accomplished.

#### **Overview and Comments**

*Enter any comments in the space provided.*

William is an excellent employee, customer service is a great strength. Note that he needs to nail down effective use of our phone system.

#### **Uncompleted Goals**

*Are there any uncompleted goals from above? If so, copy and paste below and set new completion date.*

\*\* Target: Skilled use in the features of our phone system  
Work with supervisor and a skilled employee to first nail down those features of the phone that must be mastered, such as transferring, hold, voice mail. Once the list is complete, then work with that person to make sure every element is nailed down and you are proficient in that skill. Complete before the next

#### **New Goals and/or Special Assignments**



*If you choose, create any new goals and/or special assignments. [Click here for a list of coaching items based on this employee's job description.](#)*

### New Goals or Special Assignments

The next step is to create new goals or special assignments as the result of this evaluation. If you already know what goals you want to set, then you simply type them in the empty field you see. Or, if you want help from EmTrak, then you can use our coaching suggestions, task by task. If you've already studied about Coaching Documents, then you recognize all of this.

Click on [Click here for a list of coaching items based on this employee's job description.](#)

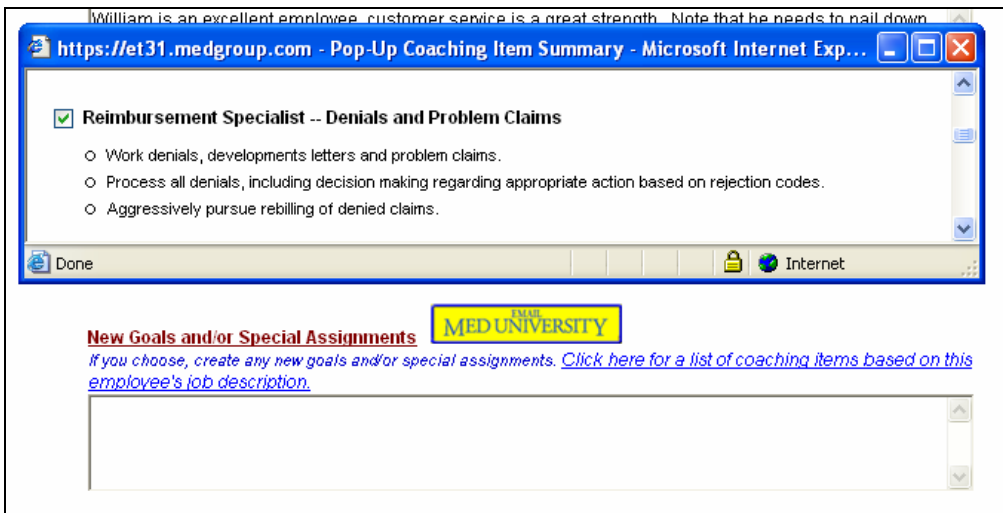
#### **New Goals and/or Special Assignments**



*If you choose, create any new goals or special assignments. [Click here for a list of coaching items based on this employee's job description.](#)*

#### **Employee Comments**

EmTrak will bring up the tasks that you've assigned to this job description. Let's say that for William we want him to focus on his work with denials. Place a check besides that task, then click on the NEXT button.



A list of possible coaching suggestions will come up based on those tasks. In this case we want William to take the MED U course, REM 104 to get ideas on improving procedures. We select that item and then click on Insert Coaching Details.

**Reimbursement Specialist -- Denials and Problem Claims**

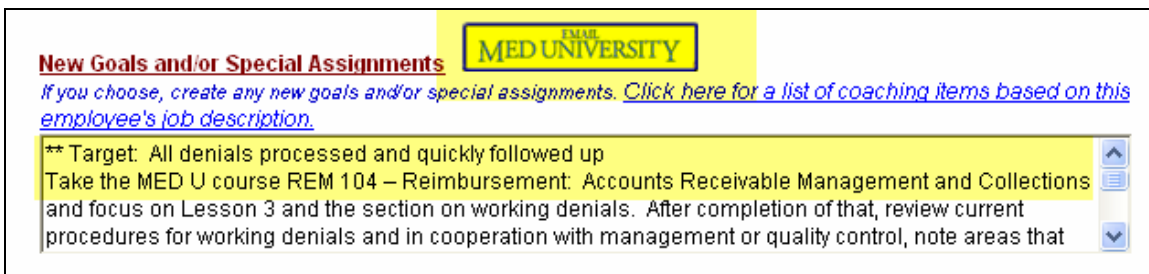
**\*\* Target: All denials processed and quickly followed up**  
*Take the MED U course REM 104 – Reimbursement: Accounts Receivable Management and Collections and focus on Lesson 3 and the section on working denials. After completion of that, review current procedures for working denials and in cooperation with management or quality control, note areas that need improvement and discuss ways to nail each process down. Once each process is defined, then compile into a single, easy to understand document for each type of denial that you come across Follow through and show that 100% of denials have been worked by next review.*

**\*\* Target: The most common denials identified and processes in place to eliminate those denials**  
*Work with management and staff to investigate the most common denials. After completion of that, review current procedures for working each of those denials and in cooperation with management or quality control, note areas that need improvement and discuss ways to nail each process down. Once each process is defined, then compile into a single, easy to understand document for each type of denial that you come across Follow through and show that 100% of denials have been worked by next review.*

**\*\*\*Productivity Goal**  
*By the date noted below, we have agreed upon a goal where at least \_\_\_\_\_ percent of all denials will be worked with 5 days of receipt.*

**\*\*\*Productivity Goal**  
*By the date noted below, we have agreed upon a goal where all denials have been addressed and put back into process.*

That goal is placed in the Periodic Evaluation. Now, keep in mind that these are still fully editable. Perhaps the statements inserted only get you 80% there. You can change words, delete sentences, anything you want.



If any of these goals involved MED U courses, then click on EMAIL MED UNIVERSITY. That link will automatically bring up your email mechanism on your computer. Simply **copy and paste these goals into the body of that email**, email to us in the address provided, and we will follow through immediately with your employee

|   |   |
|---|---|
| <b>Gary Schwartz/MED Group</b><br>12/06/2006 09:36 AM | To: medu@medgroup.com<br>cc: _____<br>bcc: _____<br>Subject: MEDU Notification from EmTrak 3.1 - From Pam Jones of MED Supply Company |
|---|---|

MEDU Admin, please sign up William Shatner (wshatner@medgroup.com) for the following courses:

\*\*\* Target: All denials processed and quickly followed up  
 Take the MED U course REM 104 - Reimbursement: Accounts Receivable Management and Collections and focus on Lesson 3 and the section on working denials. After completion of that, review current procedures for working denials and in cooperation with management or quality control, note areas that need improvement and discuss ways to nail each process down. Once each process is defined, then compile into a single, easy to understand document for each type of denial that you come across. Follow through and show that 100% of denials have been worked by next review.

Pam Jones  
 MED Supply Company

**Follow-up Date and Status**

Once everything is complete, your scoring, your comments, the goals, then choose a Follow-up Date and hit the NEXT button. Now you have a document you can print out to review with your employee.

**Follow-up Date**  
*When would you like to follow up on this periodic evaluation?*  
 2/28/2007 Today is 12/6/2006

**Periodic Evaluation Status**  
*What is the status of this periodic evaluation?*  
 Complete  
 Open  
 Complete  
 Sealed

Signature: \_\_\_\_\_  
 Reviewer Signature: \_\_\_\_\_  
 Review Date: \_\_\_\_\_

Keep in mind, a periodic evaluation is a collaborative effort. Discuss the evaluation with the employee. Ask what comments he would like to add, any changes he sees in goals or other pieces? Make note of what comments he would like added in the next step we discuss.

Use this printed document to take notes on, get their input. Finally, make sure

that you note any comments they want included in the document.

### Completing the Periodic Evaluation

Now you've discussed the Periodic Evaluation with your employee. It's time to complete the evaluation by adding his comments and making any changes you see as necessary.

Once you are ready to complete the evaluation, simply come back in and either find that evaluation either as part of the Employee Log or click on VIEW – PERIODIC EVALUATIONS.

#### View Employee Log

| Date       | Last 5 Log Entries (first 85 characters)               |
|------------|--|
| 11/30/2006 | Periodic Evaluation created by Pam Jones on 11/30/2006 |
| 11/29/2006 | William was 2 hours late today - 2nd day this week     |
| 11/29/2006 | 📎 SIGNED JOB DESCRIPTION ATTACHED                      |
| 11/01/2006 | Annual Review created by Pam Jones on 11/01/2006       |
| 10/29/2006 | Coaching Document created by Pam Jones on 10/29/2006   |

| VIEW...                 |
|-------------------------|
| Training Documents      |
| Coaching Documents      |
| Applause Documents      |
| Disciplinary Actions    |
| Periodic Evaluations    |
| Annual Reviews          |
| Introductory Evaluation |
| Job Description         |

Click on EDIT PERIODIC EVALUATION on the upper left hand corner.

| Edit Periodic Evaluation                |  | Return to Menu |
|---|--|----------------|
| <b>Employee Name</b><br>William Shatner | <b>Job Title</b><br>Reimbursement Specialist |                |
| <b>Department</b><br>Billing            | <b>Manager</b><br>Pam Jones                  |                |
| <b>Employee ID</b><br>676869            | <b>Date</b><br>11/30/2006                    |                |

Now is the time to add William's comments in the Periodic Evaluation. Click on the pencil icon and the date is automatically placed in. Add his comments. Double-check your follow-up date related to his goals. Now choose Complete on the button. Choosing COMPLETE turns off the email reminder about doing the evaluation, but leaves the option to come back in and follow-up on the goals you set.

**Employee Comments** 📎

*Enter employee comments in the space provided.*

12/6/2006 9:54 A.M. William has requested the opportunity be cross-trained in some of our other softwares, that has been added as a goal.

**Follow-up Date**  
*When would you like to follow up on this periodic evaluation?*


2/28/2007 📅 Today is 12/6/2006

**Periodic Evaluation Status**  
*What is the status of this periodic evaluation?*

Complete ▾  
Open  
Complete  
Sealed

Signature: \_\_\_\_\_

**Average Score**  
*The average score is automatically calculated. Do not modify.*

**Follow-up Date**  
*When would you like to follow up on this annual review?*  
  **Today is 12/6/2006**

**Annual Review Status**  
*What is the status of this annual review?*

**Signature:** \_\_\_\_\_

**Reviewer Signature:** \_\_\_\_\_

**Review Date:** \_\_\_\_\_

Print it out and both of you sign it. Then you may either file or attach a scanned document to the [EMPLOYEE LOG](#) (review the chapter on THE EMPLOYEE LOG to see how to do this).

### Final Follow-up on the Periodic Evaluation

You've marked the Periodic Evaluation COMPLETE because there are some goals you set for the next few weeks/months that you want to follow-up on. Based on the follow-up date, you will get a reminder 7 days before that date that you set some goals in the Periodic Evaluation that need to be reviewed. Simply follow the procedures described above in Completing the Periodic Evaluation to open that document and edit it.

After we get the reminder, we review and note that William has successfully completed the goals we set for him. Click on the pencil icon for Overview and Comments and add your notes.

#### Overview and Comments

*Enter any comments in the space provided.*

William is an excellent employee, customer service is a great strength. Note that he needs to nail down effective use of our phone system.  
 12/6/2006 10:47 A.M. William has conquered the challenge of the phone, very effective in its use now.

Final Step

The Periodic Evaluation is complete. Change the Periodic Evaluation Status to SEALED.

**Periodic Evaluation Status**  
*What is the status of this periodic evaluation?*

Complete ▾  
Open  
Complete  
Sealed

Signature: \_\_\_\_\_

**Reviewer Signature:** \_\_\_\_\_

**Review Date:** \_\_\_\_\_

◀ Previous Next ▶

OPEN means the document hasn't been touched or there is still significant work to do. If a document is OPEN, then you will get email reminders about that document. COMPLETE means that you are done, but that the document can still be edited. Perhaps there is something in the document that needs additional follow-up. Once you know a document is complete, then you may choose to select SEALED. Once the document is SEALED, it cannot be edited. This offers security to your staff member that final documents are the final document.

I suggest you print out this final document then you and your employee sign and keep for your permanent files. If you want to, you can scan that signed copy in and attach that to William's records. Review the chapter on [THE EMPLOYEE LOG](#) to review how to do that.