

# THE CHESTER COUNTY HOSPITAL

## JOB DESCRIPTION AND COMPETENCY ASSESSMENT PROGRAM

*Patient Safety Assistant  
Title*

**Nursing**  
*Department*

Employee Name: \_\_\_\_\_

Employee Number: \_\_\_\_\_

Annual Review Date: \_\_\_\_\_

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General Note Section:

**JOB SUMMARY**  
**Patient Safety Assistant**

**GENERAL SUMMARY STATEMENT**

Supports the provision of quality patient care under the direction of a Registered Nurse by providing direct observation of assigned patient(s). The Patient Safety Assistant will provide limited hands-on patient assistance as well as assist the clinical staff with care of the assigned patient(s) when it is appropriate. Works within the guidelines of established practice for the Patient Safety Assistant. Supports the mission, philosophy and objectives of The Chester County Hospital.

**EDUCATION, TRAINING AND EXPERIENCE; CERTIFICATION/LICENSURE**

High School diploma or equivalent. CPR certification required.

**SPECIAL EQUIPMENT, SKILLS OR OTHER REQUIREMENTS**

Excellent interpersonal communication skills. Ability to read, write, speak and understand English.

**WORK ENVIRONMENT AND HAZARDS**

Risk exposure to communicable diseases and potentially hazardous materials and body fluids. May become involved in crisis situations.

**WORK CONTACT GROUP**

The Chester County Hospital personnel, physicians, patients and their families.

**SPECIAL PHYSICAL DEMANDS**

See attached ADA.

**REPORTING RELATIONSHIP:**

**REPORTS TO**

Staffing Office and Nursing Payroll Manager

**SUPERVISES**

None

This position description is not intended to be all-inclusive, and the employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required. The Chester County Hospital reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.

EMPLOYEE ACKNOWLEDGMENT:

DATE

\_\_\_\_\_

\_\_\_\_\_

## Competency Level Definitions

### Rating

- (5) **EE – Exceeds Expectation:** Performance consistently exceeds the established expectation/competency
- (4) **OE – Occasionally Exceeds Expectation:** Performance occasionally exceeds established expectation/competency.
- (3) **ME - Meets Expectation:** Performance meets established expectation/competency.
- (2) **PME – Partially meets expectation:** Substantial portion of the expectation/competency is met, but not all or not within agreed upon time frame. Improvement is needed. An action plan is developed.
- (1) **DME – Does not meet expectation:** Performance does not meet expectation/competency. Improvement required. An action plan is developed.

**N/A The task statement does not apply and should not be scored.**

### General Instructions

1. Any individual task statement listed under a responsibility that is considered to be PME or DME must be circled for tracking purposes.
2. Under a stand alone responsibility or a sub-section in a responsibility if an employee has one (1) task statement that is considered to be either PME or DME the overall grade for that particular responsibility or sub-section can not be higher than ME.
3. If an employee has two (2) or more task statements considered to be PME or DME a particular stand alone responsibility or a sub-section the overall grade for that particular responsibility or sub-section must be PME or DME with an action plan developed.
4. An overall grade assigned to a responsibility or sub-section that is an EE, PME or DME requires support documentation in the comments section from the director/manager/supervisor.

Part A: Job Specific Competencies/Performance Expectations (60%)

**RESPONSIBILITY I Patient Care (40%)**

a. **Age Specific Care Competency**

The age group served by this job description/competency assessment:

Neonate (0-28days)  
  Pediatric (1month-14yr)  
  Adolescent (14yr-18yr)  
  Adult (18yr-64yr)  
  Senior Adult (65yr-over)

	EE	OE	ME	PME	DME
Supervisor	_____	_____	_____	_____	_____
Self	_____	_____	_____	_____	_____
Final	_____	_____	_____	_____	_____

Demonstrates the skills necessary to provide care appropriate to the age of the patients served. Including:

1. Provides instruction appropriate to the age of the learner(s).
2. Interacts with the patient in a manner that preserves patient dignity, privacy, and meets psychosocial needs of the patient.
3. Integrates principles of growth & development into practice and identifies each patient's requirements relative to his/her age specific needs.

Comments:

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The competency objectives listed in this Job Description/Competency Assessment are implemented by the employee to serve the age group(s) identified above.

The employee's signature on this document indicates that the employee has reviewed age specific information such as the "Education on the Go" for the patient population served by this job description, evidenced by the age specific care component of the "Education on the Go" quiz.

**Each stand alone responsibility must be assigned only one final competency level (score). If the responsibility has sub-sections, all sub-sections within the responsibility are scored then added together and divided by the number of sub-sections to determine the average final score.**

Your score for this particular responsibility is \_\_\_\_\_.

**This number is carried forward to the scoring page and is then multiplied by the weighted value.**

**Responsibility II Unit Support Competencies (20%)**

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a. Patient and Environment Safety Measures Competency

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	EE	OE	ME	PME	DME
Supervisor	_____	_____	_____	_____	_____
Self	_____	_____	_____	_____	_____
Final	_____	_____	_____	_____	_____

1. Reports patient behaviors to RN/LPN/NA.
2. Attends to the general patient comfort Needs
3. Assist with patient positioning/bed to chair transfers and assist patient to the bathroom
4. Escorts patient when transported to another area of the Hospital
5. Change bed linen for unoccupied bed
6. Will perform transporter or unit aide when not assigned to a patient.
7. Follows CCH Policy and Procedure for restraint use when restraints are used.
8. Performs duties for Suicide Precautions as assigned.
9. Knows when to seek additional resources in unclear situations. Summons nursing staff if an emergency arises

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COMMENTS

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**Each stand alone responsibility must be assigned only one final competency level (score). If the responsibility has sub-sections, all sub-sections within the responsibility are scored then added together and divided by the number of sub-sections to determine the average final score.**

**Your score for this particular responsibility is \_\_\_\_\_.**

**This number is carried forward to the scoring page and is then multiplied by the weighted value.**

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b. Personal Safety and Work Habits Competency

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	EE	OE	ME	PME	DME
Supervisor	_____	_____	_____	_____	_____
Self	_____	_____	_____	_____	_____
Final	_____	_____	_____	_____	_____

1. Uses proper body mechanics when performing job responsibilities.
2. Uses personal protective equipment as appropriate and per policy and procedure (gloves, face mask/shield, hepa mask filter, "slide board" for moving patients etc.)
3. Follows Standard Precautions.

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COMMENTS

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**Each stand alone responsibility must be assigned only one final competency level (score). If the responsibility has sub-sections, all sub-sections within the responsibility are scored then added together and divided by the number of sub-sections to determine the average final score.**

**Your score for this particular responsibility is \_\_\_\_\_.**

**This number is carried forward to the scoring page and is then multiplied by the weighted value.**

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c. Communication Competency

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	EE	OE	ME	PME	DME
Supervisor	_____	_____	_____	_____	_____
Self	_____	_____	_____	_____	_____
Final	_____	_____	_____	_____	_____

1. Reports observations/changes in patient's condition to RN/LPN/NA in a timely manner.
  2. Uses unit specific communication tools (e.g. Communication Book, bulletin Boards, staff mailboxes) and applies to practice. Seek clarification from nursing staff and management as needed.
  3. Requests assistance as needed, clarifies assignment as needed.
  4. Requests assistance as needed, clarifies assignment as needed.
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COMMENTS

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**Each stand alone responsibility must be assigned only one final competency level (score). If the responsibility has sub-sections, all sub-sections within the responsibility are scored then added together and divided by the number of sub-sections to determine the average final score.**

**Your score for this particular responsibility is \_\_\_\_\_.**

**This number is carried forward to the scoring page and is then multiplied by the weighted value.**

**Part B: Organizational Competencies/Common Expectations (40%)**

**Responsibility I – Customer Services Competencies (15 %)**

	EE	OE	ME	PME	DME
Supervisor	_____	_____	_____	_____	_____
Self	_____	_____	_____	_____	_____
Final	_____	_____	_____	_____	_____

1. Demonstrates hospitality, compassion and respect for patient/customers, which in part includes listening and being non-judgmental.
2. Continually works to improve services provided.
3. Responds quickly to those in need of assistance.
4. Determines by inquiring if patient/customer needs have been met and if there's anything more he/she can do.

COMMENTS

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\_\_\_\_\_

**Each stand alone responsibility must be assigned only one final competency level (score). If the responsibility has sub-sections, all sub-sections within the responsibility are scored then added together and divided by the number of sub-sections to determine the average final score.**

Your score for this particular responsibility is \_\_\_\_\_.

This number is carried forward to the scoring page and is then multiplied by the weighted value.

**Responsibility II - Work Ethic Competencies (10 %)**

	EE	OE	ME	PME	DME
Supervisor	_____	_____	_____	_____	_____
Self	_____	_____	_____	_____	_____
Final	_____	_____	_____	_____	_____

1. Use time effectively and productively to achieve established priorities.
2. Displays positive attitude, addresses conflict privately, treats others with respect/dignity.
3. Accepts constructive feedback about performance or behaviors and shows evidence of change.  
**Responsibility II - Work Ethic Competencies (cont.)**
4. Open to change and different approaches to work. Recommends new approaches to solving operational problems, issues or concerns.
5. Performs as a team player – displays consideration for the needs of others and work objectives.
6. Demonstrates creative thinking and problem solving and knows when to seek appropriate consultation.

COMMENTS

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**Each stand alone responsibility must be assigned only one final competency level (score). If the responsibility has sub-sections, all sub-sections within the responsibility are scored then added together and divided by the number of sub-sections to determine the average final score.**

**Your score for this particular responsibility is \_\_\_\_\_.**

**This number is carried forward to the scoring page and is then multiplied by the weighted value.**

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**Responsibility III - Personal Conduct Competencies (15 %)**

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	EE	OE	ME	PME	DME
Supervisor	_____	_____	_____	_____	_____
Self	_____	_____	_____	_____	_____
Final	_____	_____	_____	_____	_____

1. Follows Hospital and departmental rules and policies.
  2. Maintains professional appearance according to policy standards.
  3. Maintains confidentiality of information.
  4. Maintains good attendance/lateness standards in accordance with Hospital policy.
  5. Communicates clearly, directly and in a professional manner. Provides information/facts accurately, completely and in a timely manner. Appropriate telephone etiquette demonstrated
  6. Participates in meetings (speaks opinion, respects differences, listen carefully, stay on topic). Arrives at meetings and appointments on time.
  7. Keep inservices, training and credentials current and is competent with Informational Technology skills as it relates to this position.
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COMMENTS

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**Each stand alone responsibility must be assigned only one final competency level (score). If the responsibility has sub-sections, all sub-sections within the responsibility are scored then added together and divided by the number of sub-sections to determine the average final score.**

**Your score for this particular responsibility is \_\_\_\_\_.**

**This number is carried forward to the scoring page and is then multiplied by the weighted value.**

## Part C: Organizational Competencies/Required Inservices

\_\_\_\_\_ Education On The Go

Includes:  
Fire and Electrical Safety  
Body Mechanics  
Hazardous Substances  
Infection Control/OSHA /Blood Borne Pathogens  
Age Specific Care  
Security Issues  
Hospital Codes-Blue, Pink, Red Yellow  
Disaster Plan  
Corporate Compliance

\_\_\_\_\_ CPR

\_\_\_\_\_ PPD's

\_\_\_\_\_ Department Orientation (for initial  
employment period only)

The above checked competencies have been completed in accordance with Hospital procedures for this appraisal's time period. (Please refer to the Department's inservices report provided by Human Resources).

Additional information regarding continuing inservices and competencies are maintained in the annual individual employee Competency Assessment Record submitted with this appraisal.

**Performance Appraisal – Patient Safety Assistant - Worksheet**

Employee Name: \_\_\_\_\_ Department: \_\_\_\_\_

<b>Part A: Job Specific Expectations</b>	Weight 60%	X	Rating					=	Score
			(5) EE	(4) OE	(3) ME	(2) PME	(1) DME		
Patient Care	40%								
Unit Support	20%								
<b>Total Part A</b>	60%								
<b>Part B: Organizational Competencies/Common Expectations</b>	Weight 40%	X	Rating					=	Score
			(5) EE	(4) OE	(3) ME	(2) PE	(1) DE		
Customer Service Competencies	15%								
Work Ethic Competencies	10%								
Personal conduct Competencies	15%								
<b>Total Part B</b>	40%								
<b>Total – Part A + Part B = Final Score</b>									

**Department/Personal Goals:**

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**Employee Comments:**

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**Annual Competency Assessment**

Employee Name: \_\_\_\_\_ Title \_\_\_\_\_

Competency Assessment Period: From \_\_\_\_\_ To \_\_\_\_\_  
 (Note: Appraisal Anniversary Dates)

**Unless otherwise specified, all competencies apply to:**

\_\_\_\_\_ **Neonate** \_\_\_\_\_ **Pediatric** \_\_\_\_\_ **Adolescent** \_\_\_\_\_ **Adult** \_\_\_\_\_ **Senior Adult**  
 (0-28days) (1month-14yrs) (14yr-18yr) (18yr-64yr) (65-over)

**Instructions for form use:**

**1. Column #1: Write competency assessment. Competency Assessment Includes:**

- ◆ Job skills that are NEW since last appraisal. E.g. Equipment changes that impact how the job is done, or requires a new set of skills. New Policies and Procedures that require a new set of job skills or knowledge; or P&P's that significantly change how the job is done.
- ◆ Job skills that have been problem prone for the Department; or are part of the Department's Performance Improvement program.
- ◆ Job skills that are high risk (there is potential for harm to employee or patients, or customers if the job is not done properly) and require annual review to insure safety.
- ◆ Departmental job skills that are tested on an annual basis that would not be included in Part C of the job description.

**2. Column #2: Write the date of competency assessment completion.**

**3. Column #3: Write the Method of Evaluation used to assess the employee's competence for each one listed.**

Use this chart for Column #3: (More than 1 method may be used as appropriate)

I: Inservice, class

RD: Employee performed a return demonstration of the equipment/procedure to you, a supervisor, a Staff Development Instructor, or a qualified person in a class or mock demonstration (e.g. during an inservice).

O: Observation: You have observed the employee perform this job skill on the job; you have proof-read clerical work.

T: Test. The employee took a test and passed it.

QC: Quality Control documentation validates the employee's competence.

X: Other method: Specify method of evaluation used.

F: Failed to meet competency. Action Plan is required.

Column #1: Competency Assessment	Column #2 Date of Completion	Column #3 Method of Evaluation

**OVER**


