



Benewah Medical Center Job Description/Performance Evaluation

- I. POSITION: Chief Executive Officer:** An exempt position employee serving Indian and non-Indian patients/clientele.
- II. QUALIFICATIONS:** Master's Degree required in health-related discipline and/or business from an accredited institution. Minimum of 5 years experience in healthcare administration/management with fiscal responsibility and contract/grant management experience. Experience in Indian Health Service and Public Health Service funding, grant writing, Accreditation, and working with Board and other governing bodies preferred.
- III. PERSONAL CHARACTERISTICS**
1. Possesses demonstrated ability to perform as a team player and role model to staff and community.
 2. Possesses excellent communication skills both verbal and written.
 3. Maintains positive relationships and provides assistance in a friendly, helpful manner to all patients, visitors and staff. Excellent customer service skill.
 4. Possesses the ability to work independently, is detail oriented, organized, and works under pressure. Meets deadlines. Is dependable and reliable.
 5. Must have consistent work attendance record.
 6. Demonstrates cultural sensitivity.
 7. Ability to maintain the strictest confidentiality.
- IV. SUPERVISION:** Reports directly to Tribal Health Board Authority and Tribal Council.
- V. ADA ESSENTIAL FUNCTIONS**
- A.** Hearing: within normal limits with or without use of corrective hearing devices.
 - B.** Vision: adequate to read 12-point type with or without use of corrective lenses.
 - C.** Must be able to verbally interact with staff, clients and public.
 - D.** Manual dexterity of hands/fingers for writing, computer input.
 - E.** Able to lift up to 30bs.
 - F.** Stand 5-10% of the day.
 - G.** Walking < 10% of the day.
 - H.** Pushing, up to 30 lbs.
 - I.** Pulling, up to 20 lbs.

Tribal Health Board Approval: _____ **Date:** _____

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ESSENTIAL RESPONSIBILITIES: Responsibilities outlined below are to be rated on a “Yes/No” scale; indicating meets/does not meet the outlined responsibility. Essential responsibilities are evaluated at end of Introduction Period (initial 90 days) and annually on employee’s anniversary date		YES/NO
Customer Service	<ol style="list-style-type: none"> 1. Maintains a positive peer relationship and performs as a team player. 2. Plans and prioritizes to maintain a time and attendance record which complies with BMC policy. 3. Provides excellent internal and external customer service assistance, providing knowledgeable and appropriate information to customers. 4. Works independently in a very detail oriented manner, and meet deadlines. 	
Comments:		
Organizational Values: Employee Demonstrates the values of Benewah Medical Center and Wellness Center	<ol style="list-style-type: none"> 1. Care and Compassion 2. Respect 3. Sharing 4. Professionalism 5. Confidentiality 6. Collaboration and Teamwork 7. Progressiveness 	
Comments:		
Servant Leadership Principals: Employees display the desired leadership principals.	<ol style="list-style-type: none"> 1. Displays Authenticity 2. Values People 3. Develops People 4. Builds Community 5. Provides Leadership 6. Shares Leadership 	
Comments:		

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Licensure and Certification	1.	
Comments:		
Employee Health and Immunization	1. Measles-Mumps-Rubella (MMR) 2. Hepatitis B 3. TB Skin Test 4. Influenza (optional) 5. Tetanus (optional)	
Comments:		
General Comments Regarding Performance of Essential Responsibilities:		
Major Duties and Responsibilities outlined below will be rated annually on the employee's anniversary date. Ratings will be completed on a 1-5 scale, with the scale outlined below. Performance may be evaluated at the discretion of the supervisor of the position if necessary and/or appropriate.		
Rating Scale: 5 = Superior Performance – Performance consistently far exceeds expectations of the position. Almost all job related activities were done in an outstanding manner. (There should be very few individuals qualified for this rating.) 4 = Very Good Performance – Performance consistently meets and may exceed expectations. Consistently contributes more than his/her share. 3 = Satisfactory Performance – Satisfactory performance on all assigned responsibilities. 2 = Marginal Performance – Performance satisfactory, but <u>not in all</u> areas of major responsibilities. Needs further development and improvement to perform at satisfactory level. 1 = Poor Performance – Performance does not meet the requirements of the position. If performance does not improve after a reasonable period of time, the employee should be reassigned or terminated.		Rating:
Plans, directs and implements the systematic and coordinated delivery of the highest level of	1. Responsible for Strategic Planning in coordination with the Board, Management, and Staff and Community Served.	

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clinical and preventative ambulatory health services.	<ol style="list-style-type: none"> 2. Develops and implements the overall clinic goals and objectives through an operating plan. 3. Ensures business and health care plan in place annually. 4. Reports monthly to the Tribal Health Authority with a formal agenda and makes recommendations for programs and policy changes, gives status reports on staffing, budget and clinical issues. 5. Implements programs and services based on need and available resources. 6. Monitors and evaluates quality improvement activities to ensure the highest quality of clinical preventative services consistent with AAAHC and public health standards. 7. Maintain accreditation (AAAHC and PCER). 8. Fosters an environment that places high priority and utmost importance on pursuit of BMWC's Mission, Vision and Values. 	
Comments:		
Provides guidance, direction and management support to entire BMWC staff. Supervises and evaluates staff per organizational chart.	<ol style="list-style-type: none"> 1. Performance evaluations per organizational chart are completed in a timely manner. 2. Make recommendations to the Tribal Health Authority for organization changes for approval. 3. Suggest improvements to personnel policies and procedures. 4. Supports and implements duties and responsibilities consistent with the provisions of Indian preference, EEO and other affirmative action guidelines. 5. Acts as a mentor to the Management staff and provides for their professional development with available resources. 6. Promotes and seeks staff training, in-house workshops, etc. foster personal organizational growth and development. 7. Provides supervision and technical assistance to PRC program through extensive contractual relationships with hospitals, providers, vendors, etc. 8. Ensure PRC Program is responsive to the health needs of the Tribe. 9. Maximize PRC Funds. Assist in enhancing services and programs. 10. Actively participates in ongoing mentoring and succession planning in the best interest of the BMWC and per Preference policies. 	
Comments:		

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Serves as the primary health advocate for the Coeur d'Alene Tribe	<ol style="list-style-type: none"> 1. Meets regularly with the Tribal Health Authority and the Tribal Council to ensure programs and services are responsive to the health needs of the Tribe and Community. 2. Provides consultation to visiting Tribes and/or other organizations as available. 	
Comments:		
Responsible for the overall financial management of BMWC	<ol style="list-style-type: none"> 1. Ensures development of BMWC budget. 1. Works with Management staff to operate within budgetary guidelines. 2. Responsible for effective billing and collections system to maximize use of third party resources. 3. Supports and provides guidance to the automated financial and management information systems which respond to the needs of the BMWC. 4. Seeks other funding as time permits. 5. Assists in overall planning and strategy in regards to which grant opportunities to pursue in order to enhance the programs and services of BMWC and to meet the needs of the community. 	
Comments:		
Others	<ol style="list-style-type: none"> 1. Other duties as assigned by Tribal Council or by the Health Board and any duties consistent with the position which are necessary to maintain BMWC to the highest standards. 	

EVALUATOR'S COMMENTS:

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EMPLOYEE'S COMMENTS:

INDIVIDUAL GOALS/OBJECTIVES:

I understand that by signing this review, I am not indicating agreement with the rating, but I am acknowledging that my supervisor has reviewed and discussed this performance evaluation with me.

Employee's Signature:	Date:
Evaluator's Signature:	Date:
Evaluator's Supervisor:	Date: