

# University of Iowa Ophthalmology

**Subject:**

**Evaluator:**

**Site:**

**Period:**

**Dates of Activity:**

**Activity:** Comprehensive, Cornea, Glaucoma, Neuro-op, Oculoplastics, Pathology, Retina,  
VA Iowa City, VA Des Moines

**Evaluation Type:** 360 Evaluation

## **Respect** *(Question 1 of 16 - Mandatory)*

**Needs Improvement:** ignores, is rude or condescending to patients, families, ancillary staff, colleagues, dresses inappropriately, untrustworthy

**Meets Expectations:** is considerate of patients, medical team members, staff and their opinions, dresses appropriately, dresses appropriately, is trustworthy

**Exceeds Expectations:** handles challenging patient personalities, difficult situations with finesse, I would refer myself or family member to this resident

Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3

## **Respect - Comments** *(Question 2 of 16)*

## **Integrity/Accountability** *(Question 3 of 16 - Mandatory)*

**Needs Improvement:** unaware of own inadequacies, dishonest, tardy, ill prepared, does not follow through, does not pick up pager on time, does not respond to consultations in a timely manner, dodges or avoids work

**Meets Expectations:** aware of limitations, is honest, is on time, completes tasks, medical records in a timely fashion, picks up pager on time and responds to consultations appropriately

**Exceeds Expectations:** always strives for excellence, arrives early, completes all tasks, anticipates what needs to be done and does it, stays beyond shift to assist team members in transfer of care

Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3

## **Integrity/Accountability - Comments** *(Question 4 of 16)*

**Compassion/Selflessness** (Question 5 of 16 - Mandatory)

**Needs Improvement:** abrupt, uncaring, ignores emotional clues, selfish, self-promoting

**Meets Expectations:** sensitive to patient's needs, listens to patients, displays empathy, puts others above self

**Exceeds Expectations:** delivers difficult clinical information with finesse, always puts others above self

Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3

**Compassion/Selflessness - Comments** (Question 6 of 16)

**Adherence to Ethical Principles** (Question 7 of 16 - Mandatory)

**Needs Improvement:** indiscriminately provides/withholds clinical care; breaches patient confidentiality; minimizes process of informed consent/refusal; easily influenced by industry

**Meets Expectations:** committed to principles regarding provision/withholding of care; protects patient confidentiality; respects process of informed consent/refusal; places patients' needs above industry promises

**Exceeds Expectations:** role model for principles regarding provision/withholding of care; champion of patient confidentiality

Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3

**Adherence to Ethical Principles - Comments** (Question 8 of 16)

**Sensitivity to Diverse Populations (disability, culture, race, age, gender, sexual orientation)** (Question 9 of 16 - Mandatory)

**Needs Improvement:** fails to identify or appropriately target care based on the needs of the population, uses pejorative or derogatory descriptions of patients or their families

**Meets Expectations:** identifies needs of diverse populations and targets care based on those needs

**Exceeds Expectations:** cognizant of the subtle, multiple issues related to gender, disability, age and culture

Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3

**Sensitivity to Diverse Populations - Comments** (Question 10 of 16)

**Therapeutic Relationships With Patients** (Question 11 of 16 - Mandatory)

**Needs Improvement:** does not consistently maintain patient privacy and modesty, communicates with patients using medical jargon.

**Meets Expectations:** in a timely and understandable manner to patients, engages patients in medical decision-making, identifies ways to overcome potential barriers to patient's implementation of treatment plan

**Exceeds Expectations:** exhibits strong qualities of leadership in contribution of time and energy to communicating with patients and developing care plan in coordination with patients and their families, acts as effective coach of self-management skills

Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3

**Therapeutic Relationships With Patients - Comments** (Question 12 of 16)

**Basic Communication Skills** (Question 13 of 16 - Mandatory)

**Needs Improvement:** lectures patients and other healthcare providers, dismisses their questions and concerns, written and/or oral communication lacks precision, ignores non-verbal cues (i.e. body language)

**Meets Expectations:** encourages patients and other healthcare providers to ask questions and answers their questions at a level appropriate to their understanding, communicates clearly and succinctly to others, interprets non-verbal behaviors accurately

**Exceeds Expectations:** creates a "safe environment", draws out patient concerns, exemplary precision in communication, with brief, to the point communications, attentive and responsive to body language

Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3

**Basic Communication Skills - Comments** (Question 14 of 16)

**Professional Relationships** (Question 15 of 16 - Mandatory)

**Needs Improvement:** ignores suggestions of others, demonstrates attitude that "doctors know best", fails to connect patients with appropriate non-physician team members and community resources, fails to work with interdisciplinary teams.

**Meets Expectations:** respects contributions of other health care team members, makes appropriate referral to non-physician providers and community resource

**Exceeds Expectations:** consistently seeks input from other health care team members, demonstrates strategies to enhance effectiveness of inter-professional teams, is a leader in educating peers and team members regarding community resources for patients.

Needs Improvement	Meets Expectations	Exceeds Expectations
1	2	3

**Professional Relationships - Comments** (Question 16 of 16)