



Sample Assessment Statements

Administration.....	2
Administration.....	3
Credentials	4
Dental Assistant Services	5
Dental Assistant Services	6
Dental Hygiene Services	7
Dentistry/Treatment Services	8
Dentistry/Treatment Services	9
Financial Management	10
HIPAA Compliance.....	11
Leader Optimization	12
Management Analysis	13
Patient Safety	14
Patient Safety	15
Production Accountability	16
Production Accountability	17
Resources Management	18
Systems Administration	19
Supervision.....	20
Supervision.....	21

Administration

Employee

I exceed this objective by:

1. Working closely with the DENCOM COR on all contractor personnel issues for 50 ancillary and dental contract service providers (CSP). Certified contractor hours of work and sent report to DENCOM on a bi-monthly basis within the 5 day window for submission. Sought out by the region on many contracting issues.
2. Offering sound advice on a variety of subjects of concern in accordance with contracting rules and regulations.
3. Suggesting alternate sources of information if immediate resolution is not found.
4. Submitting 27 personnel actions over this period. Three job reviews resulted in promotion of 3 dental hygienists to GS 7, the hiring of a new Practice Manager, the combined DCO and FTDR troop dental clinic and establishment of a job that was declined by the employee on Worker's Compensation.
5. Coordinating the transfer of a fully trained Expanded Function Dental Assistant to Japan. The transition went smoothly and resulted in the first EFDA utilized in that dental facility.
6. Serving as the POC for the upcoming EFDA selection process for the dental activity insuring that all information on application process was followed and communicated with DENCOM on the number of applicants who would chalk carve. Set up chalk carving sessions and sent carvings to DENCOM well before the suspense.

Rating Official

Concur with employee's self assessment statement. Employee exceeded objective by:

1. Achieving 100% accuracy and timeliness on contract service provider (CSP) timesheets for the entire period.
2. Supporting the Dental Corps mission by successfully coordinating the transfer of a fully trained EFDA to the DENTAC Japan, the first EFDA at that facility.
3. Completing all personnel actions as expeditiously as possible, given uncontrollable external Factors. This was critical to the smooth functioning and control of the Clinic.

Contributing Factors

1. Employee considered the Regional expert in Contracting and Government Service personnel actions. Actively sought out by leadership of every subordinate command in the regions for thorough and insightful advice.

Administration

Employee

I exceed this objective by:

1. Serving as the DENTAC First Term Readiness Project Officer, DENTAC BRAC Project Manager, Officer in Charge and Infection Control Officer.
2. Advised the Officer in Charge of equipment purchases needed to improve Oral Surgery and Infection Control.
3. Continually tracked twelve metrics related to First Term Dental Readiness and produced a monthly report to the DENCOM First Term Dental Readiness Project Officer.
4. Advising the Clinic Chief and DENTAC Commander of strategic plans to optimize the organization's ability to meet the mission objectives.
5. Consistently exceeding mission objectives.

Contributing Factors

1. Received a Commander's Award for Civilian Service in recognition of exceptional duty from August 2006 to July 2007.
2. Cited as an "Exceptional Manager" while representing the Commander for BRAC.

Rating Official

Concur with employee's self assessment statement. Employee exceeded objective by:

1. Exceptionally performing duties as the DENTAC First Term Readiness Project Officer and BRAC Project Manager.

Contributing Factors

1. Received a Commander's Award for Civilian Service in recognition of exceptional duty from August 2006 to July 2007.
2. Cited as "Exceptional Manager" while representing the Commander for BRAC.

Credentials

Employee

I exceeded this objective by:

1. Ensuring 100% compliance with privileging process (direct control, standard 90%) and 100% compliance with timely renewals of licensure and required life safety certifications (indirect control, standard 70%).

Contributing Factors

1. Compliance with licensure and certification renewals due to self-initiated communications directly with individual providers as well as clinic leaders 90 days advance, allowing extra notice for planning purposes during increased optempo which supports clinic missions more efficiently and effectively.
2. Recognized in three unsolicited emails received during rating period from previous providers (customers) lauding depth of knowledge, techniques used in communicating this knowledge, organizational skills, and integrity.

Rating Official

Concur with employee's self assessment statement. Employee exceeded objective by:

1. Employee was 100% compliant with privileging process and renewals of required life safety certifications.

Contributing Factors

1. Employee has a proactive approach that allows for maximum time for planning at the provider and clinic level to allow for no lost to the standard of care and no lost of credentials or licensure.

Dental Assistant Services

Employee

I exceeded this objective by:

1. Setting up all supplies and equipment 99% of the time.
2. Keeping both chairs clean in between patients.
3. Providing specialized radiographic services such as maxillary occlusals and cephalometric radiographs.
4. Teaching other assistants and military how to do these specific radiographs.
5. Cleaning, bagging and sterilizing my own equipment
6. Using a specialized heat autoclave, in addition to the help I give with the sterilization of equipment for other clinic staff members.
7. Ordering specialized supplies and re-stocking of both operatories.
8. Seeing patients without supervision for power chain applications, separator placement, and seeing patients that come in for orthodontic emergency reasons.
9. Fitting bands and wires, along with placing ligatures and other specialized auxiliaries (ex: crimpable stops).
10. Preparing teeth for bracket placement.
11. Teaching patients oral hygiene and giving nutritional talks regarding the care of their teeth and braces.

Rating Official

Concur with employee's self assessment statement. Employee exceeded objective by:

1. Taking initiative to see patients with minimal to no supervision for power chain applications, separator placement, Fitting bands and wires, placing ligatures and other specialized auxiliaries (ex: crimpable stops).
2. Seeing patients that come in for orthodontic emergency reasons. Employee has sole responsibility of answering phone calls, scheduling orthodontic patients and maintaining dental records of all orthodontic patients where all other assistants have this done by the front desk.
3. Seeing patients from other areas when other Orthodontists are away on leave or TDY.
4. Taking initiative to help the front desk and other dentists in need.
5. Removing and restoring wires from a patient's braces as a courtesy to make it easier for other hygienists and dentists to perform treatment.

Dental Assistant Services

Employee

I exceeded this objective by:

1. Cross training in all areas of the Dental Clinic, front desk (80%), sterilization (90%), x-ray and chair side(99%).
2. Covering areas at a moments notice without hesitation.
3. Training 80% of the Soldiers and 50% of the Civilians in Dental Clinic.
4. Training soldiers and civilians from other clinics.
5. Maintaining high standards in keeping an organized, clean, professional work area.

Rating Official

Concur with employee's self assessment statement. Employee exceeded objective by:

1. Maintaining two dental chairs and serving as the lead x-ray tech for the clinic.
2. Covering down on sterilization on moments notice with no mistakes.
3. Delivering maximum customer satisfaction for both doctors and patients.

Contributing Factors

1. By far the most productive employee in clinic.
2. Doctors name request her assistance time and time again.
3. Volunteering her help and expertise in x-ray during our Retiree day.
4. Enhances team spirit and cooperation by organizing morale events.
5. Reliable and irreplaceable asset to the clinic and command.

Dental Hygiene Services

Employee

I exceeded this objective by:

1. Providing the full range of dental hygiene services include prophylaxis, periodontal maintenance, scaling and root planning, sealant placement, and oral hygiene instruction.
2. Providing patient education by demonstration, discussion, and hands on techniques for each patient.
3. Routinely checking all patients for and periodontal findings including periodontal referrals as needed.
4. Performing all operational maintenance procedures such as re-stocking supplies and sterilization services.
5. Achieving Dental Weighted Value of 563.02 in the third quarter (the highest in the Hygiene department).
6. Maintaining an average Dental Weighted Value units of 12.88, which is 1.88 above the high end of what is required.
7. Performing more sealant placement procedures than any hygienist in clinic.
8. Assisting with a gingivectomy.

Rating Official

Concur with employee's self assessment statement. Employee exceeded objective by:

1. Consistently maintaining high Dental Value numbers as compared to the Dental Hygienists at clinic.
2. Performing significantly higher than the other hygienists in the clinic during the third quarter.
3. Going beyond providing hygiene treatment for her patients.
4. Assisted on a gingivectomy during the rating period.

Contributing Factors

1. In the 3rd Quarter, the clinic was hit with a major deployment of 1,500 Soldiers. The employee rose to this challenge by treating Soldiers during her lunch hour. In most cases, this was on short notice. As a result of efforts like this, the Clinic's Dental Wellness reached levels consistently higher than the other clinics in the Dental Activity. Soldiers and family members have approached me directly and stated that the prophylaxis provided by the employee was by far the best and most thorough prophylaxis they've ever received.

Dentistry/Treatment Services

Employee

I exceeded this objective by:

1. Producing an average monthly workload goal of 500 DMVs exceeding standard by 46%.
2. Attaining a monthly average production of 735 and a high of 824.
3. Achieving a 99.5% dental readiness in endodontics for First Term Dental Readiness (FTDR) patients (goal of 95%).
4. Performing clinical endodontics on all eligible military beneficiaries, with priority of effort given to converting Class 3 FTDR students to Class 1 or 2 prior to graduation.
5. Screening all Class 3 FTDR endodontic cases and referred selected endodontic teaching cases to the Endodontic Residency Program. This resulted in the program meeting or exceeding all goals for total number and categories of cases that were required for graduation by the residents and for the successful accreditation of the Endodontic Program by the ADA.

Contributing Factors

1. Performed additional administrative duties while serving as Acting OIC for eight weeks between June-July.
2. Created and implemented a new, flexible scheduling system designed for Class 3 endodontic patients with an "immediate need" for treatment (e.g., patients about to PCS, graduate, or deploy within a few days). This new system allowed these patients to have their endodontic requirements completed within 72 hours (as opposed to being scheduled two to six weeks in advance at the main Endodontic facility). This appointment system provided the means by which the Clinic could rapidly convert Class 3 endodontic patients to Class 1 or 2, thus preventing them from becoming holdovers or missing deployments. This resulted in a less than 0.5% holdover rate for FTDR endodontic patients.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Producing average monthly workload goal of 500 DMVs (46% above standard).
2. Averaging 735 DMV per month during this rating period.
3. Significantly contributing to clinic being able to achieve a 99% FTDR dental readiness by immediately treating class III endodontic patients and converting them to Class II.
4. Screening all endodontic cases referred and referring appropriate cases to Endodontic Residency Program.

Dentistry/Treatment Services

Employee

I exceeded this objective by:

1. Practicing all specialties of general dentistry including implant restoration.
2. Exceeding the average monthly production 15-20%.
3. Providing dentistry with negligible written complaints.
4. Receiving many compliments on my treatment.
5. Using technical proficiency to maintain credentials that exceeded those required by DENCOM.

Contributing Factors

1. Secured approval of the Dental Corps Optimization Plan for Dental Clinic resulting in an additional \$317,000 dollars and new positions for the clinic.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Surpassing the production average of all general dentists in his clinic by more than one standard deviation.
2. Maintaining credentials and proficiency that exceeded what is required for a general dentist.
3. Demonstrating technical proficiency in implant restoration.

Contributing Factors

1. Developed a business plan for Dental Care Optimization that was approved by DENCOM and will significantly improve staffing, productivity and access to care.
2. Volunteered to present a lecture at the U.S. Army Post Graduate Course.
3. Frequently asked to fill in as an instructor in the Advanced Education in General Dentistry Program because of his high level of experience and knowledge.

Financial Management

Employee

I exceeded this objective by:

1. completing 100% of all budgetary actions by agreed timeframes.
2. Successfully utilized the Financial Management Information System to monitor expenditures and obligations resulting in the command expenditures being on target.
3. Successfully completed all CEEP requests prior to the suspense date resulting in additional funds being allocated for medical equipment.
4. Completing monthly review of operating budget resulting in funds being properly balanced between appropriate accounts.

Contributing Factors

1. Completed Administrative Officers course, enhancing job performance.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Balancing the budget throughout the year and in zeroing out the budget at the end of the fiscal year and met all suspenses. Efforts saved the DENTAC \$220,000 used to buy much needed equipment for our organization

Additional Contributing Factors

1. Performed supply technician and specialist's duties throughout the year and trained new supply specialist.
2. Executed large sums of money without support of a supply sergeant.
3. Successfully completed the Administrative Officer's course.

HIPAA Compliance

Employee

I exceeded this objective by:

1. Ensuring 100% compliance by 31 October 2007 with core training and 98% compliance with refresher training.
2. Coordinating 100% HIPAA Training Administrator activities IAW MEDCOM/DENCOM/ERDC guidance.

Contributing Factors

1. As LDENTAC HIPAA Privacy Officer and Training Administrator was frequently consulted internally and externally due to breadth of knowledge regarding privacy rules and regulations as well as technical aspects of the MHS Learn database.
2. Developed one page guidelines for MHS Learn database which is distributed and provided during in/out processing.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Ensuring 100% compliance by 31 October 2007 with core training and 98% compliance with refresher training.
2. Coordinating 100% HIPAA Training Administrator activities IAW MEDCOM/DENCOM/ERDC guidance.

Contributing Factors

1. As HIPAA Privacy Officer and Training Administrator was frequently consulted internally and externally due to breadth of knowledge regarding privacy rules and regulations as well as technical aspects of the MHS Learn database.
2. Eased the difficulty of MHS learn by developing guidelines that covered the processes step-by-step resulting in increase customer satisfaction and increase training compliance.

Leader Optimization

Employee

I exceeded this objective by:

1. Utilizing the Defense Travel System (DTS) to coordinate Commander's travel plans. Consolidating the Corporate Dental Application (CDA), Post Calendar, and Outlook Calendar to effectively have one reminder for the Commander's view.
2. Coordinating with Protocol Office and handling Commander's RSVPs to unit parties, social activities, and post ceremonies to ensure proper notification of the Commander's attendance to events.
3. Ensuring the Commander has appropriate accounting of staff meetings by recording minutes in various monthly meetings.
4. Effectively and evenly scheduling office calls, meetings, and events so as not to overwhelm the Commander on a daily basis.
5. Ensuring Commander has knowledge and approval of unit functions and activities.
6. Ensuring minimal wait time for assignments from the Commander or unit.
7. Actively volunteering for and accepting more job responsibilities.

Contributing Factors

1. Received coin from Western Regional Dental Command for coordination of Command Assistance Visit.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Always displaying a high degree of organization and professionalism.
2. Completing all assigned tasks significantly ahead of schedule with a high level of quality.

Contributing Factors

1. Best secretary in attitude, skills, and demeanor, I have had work with in 21 years of service.

Management Analysis

Employee

I exceeded this objective by:

1. Completing over 90% of actions by agreed timelines.
2. Successfully managed several cost-effective, major projects such as improvement of Central Sterilization and a new area for our residents.
3. Reviewing all timesheets with a 100% timeliness rate.
4. Monitoring all DCO and FTDR Reporting requirements and ensuring they are on time 100% of the time.

Contributing Factors

1. Supported the planning and construction of the new and expanded Dental Clinics.
2. Assisted in setting up a temporary exam facility.
3. Assisted in the successful transition of competing priorities including the implementation of the National Security Personnel System (NSPS), U.S. Bank Access Online (AXOL), Defense Travel System (DTS), and the Defense Medical Human Resources System internet (DMHRSi) all in one month.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Completing over 98% of actions by agreed timelines.
2. Reviewing all timesheets to ensure no flaws with a 100% timeliness rate.
3. Monitoring all DCO and FTDR Reporting requirements.

Patient Safety

Employee

I exceed this objective by:

1. Putting additional patient monitoring equipment to work in the clinic oral surgery suite. The improved equipment allows state of the art monitoring and recording of patient vital signs and helps ensure that standard of care is being met.
2. Ensuring each patient was correctly identified and that each treatment procedure took place only after all safeguards (right patient, right record, right x-ray and x-ray orientation, and right tooth) were checked, and done by the treatment team in accordance with site verification procedures, active patient involvement, and accurate documentation.

Contributing Factors

1. Serving as the DENTAC Radiation Protection Officer.
2. Produced an updated patient safety policy for the DENTAC.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Initiating positive change that improved patient safety.
2. Researched various products and then successfully competed in the budget purchase approval system to obtain a DINAMAP ProCare Monitor for every day clinic use.
3. Serving as the DENTAC Radiation Protection Officer
4. Updating of the DENTAC Radiation Safety Program.
5. Conducting annual training to the entire DENTAC.
6. Surpassing all safeguard and compliance expectations.

Patient Safety

Employee

I exceed this objective by:

1. Establishing, maintaining and continuously updating all SOPs, Protocols and policies for Safety, HAZCOM, Infection Control, Radiation Protection, anti-terrorism, Fire Safety, Workers Compensation Claims, Ergonomics and Renewal projects.
2. Conducting all required Compliance Surveys and fire drills quarterly for five dental clinics and one SRC site totaling 47 inspections annually, enhancing the safety of activity employees. No major findings recorded, all minor findings were corrected on the spot.
3. Coordinating required environmental and Industrial Hygiene inspections ensuring they were completed on schedule, and all findings were corrected within 72 hours.
4. Recording and reporting all accidents and injuries to appropriate agencies including assisting employees with required Department of Labor forms.
5. Continually monitored injuries for trends and implement controls to reduce injuries.
6. Completing 27 Ergonomic assessments and supplied improvements to 16 employees.
7. Conducting Dental Unit Waterline water testing for 96 dental units; with 86% of the dental units testing out at zero CFU's (Colony Forming Units) and the other 14% never exceeding 25% of the ADA standard of 200 CFU's.
8. Designing a digital radiology retake report to record the digital x-rays and x-ray retakes monthly at each image capture station throughout all clinics.
9. Conducted 32 AOR Safety Briefs for DENTAC soldiers on leave, PCS, or going TDY to any area outside of CONUS.
10. Verified, reviewed and signed 82 interactive risk assessments that were mandated to be attached to all DA31 for soldiers requesting leave, as part of the POV safety program. Implemented the Command Calling Card for employees and soldiers to reach supervisors for any situation at any time of the day. Managed a 1.2 million dollar expansion project to double the size of one of our clinics, ensuring that Safety, Infection Control and Ergonomic work practice and environmental controls were incorporated. Manage all programs to ensure our facilities are state of the art and safe for the treatment of 22,500 soldiers.

Contributing Factors

1. Ergonomics program has received Garrison Installation Process Improvement Awards and reduced our injury rates by 32%.
2. The DENCOM Infection Control Officer commended my water testing program and the ten years of empirical data that has been recorded; he stated that historical data of this length of time has not been captured at any other DENTAC he has inspected.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Seeking innovative ways to implement/promote programs that exceed DENCOM standards.
2. Reducing injuries by 32% over the past year

Contributing Factors

1. Employee is considered the post subject matter expert on ergonomics.
2. Her statistics are briefed to the commanding general annually.

Production Accountability

Employee

I exceed this objective by:

1. Building, nurturing, and leading a highly effective treatment team consisting of one Expanded Function Dental Assistant (EFDA), one EFDA trainee, two assistants, and a shared Patient Coordinator
2. Meticulously managing time and set a standard of no unfilled available appointment time, assuring soldiers' access to care, exploiting available time opened by late cancellations or no-shows by extension of seated patients' appointments, walk-in patients, sick-calls, or other providers' overflows.
3. Closely monitoring team's workload accuracy, credibility, and accountability, achieving 100% timeliness of workload submission. Averaging 800 weighted work units per month, significantly exceeding original goal (500).

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Leading the clinic in productivity and efficiency during this rating period.
2. Building and mentoring a team of auxiliary personnel that were energetic, resourceful, and productive.
3. Making the most of each appointment and clinic visit.

Contributing Factors

1. Resource management is evidenced by his scheduling template and time utilization.
2. Leadership is exemplified by the tone set for junior clinicians to emulate.

Production Accountability

Employee

I exceed this objective by:

1. Accomplishing 100 percent of workload updates within one day of treatment, 99.99 percent the same day as treatment.
2. Producing an average of 410 DWVs per month.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Having the highest production Dental Weighted Values, DWVs in the DENTAC per month.
2. Inputting all workload the same day the patients were treated

Contributing Factors

1. Employee took initiative to improve his technical knowledge and skills through continuing education.

Resources Management

Employee

I exceed this objective by:

1. Working closely with the DENTAC XOs to identify excess funds and returned over \$1 million dollars to HQs DENCOM by required suspense date.
2. Implementing process that required clinic managers to identify staffing requirements based on need rather than TDA authorizations, reducing civilian pay cost by approximately \$100K.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Ensuring clinic staffing ratios were properly maintained resulting in a savings of \$100K in civilian pay to the unit.
2. Supporting clinic closure activities.
3. Effectively administering budget allowing over \$1 million to be returned to DENCOM.

Systems Administration

Employee

I exceeded this objective by:

1. Completing all account management activities within 1 day. (Standard is 3 days).
2. Completed over 44% of all work orders submitted in a 3 person department.
3. Installing over \$40,000 of hardware upgrades with zero impact on patient care.
4. Initiating HIPPA Disposition Documentation record control in accordance with DOD/ARMY policy.
5. Planning, developing and implementing a disaster recovery backup system.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Ensuring activities had a zero impact on patient care during the hardware upgrades.
2. Transitioning unit to 100% compliance HIPAA Disposition Documentation record control in accordance with DOD/ARMY policy.
3. Research, developing and testing of the first disaster recovery backup system.

Contributing Factors

1. Individual completely knowledgeable in systems administration.

Supervision

Employee

I exceeded this objective by:

1. Supervising dental clinic with 51 personnel and patient population of 8,346 soldiers.
2. Coordinating exams on 3,410 soldiers redeploying from Iraq.
3. Supervising a readiness increase of 31%.
4. Successfully managing an annual supply budget of \$269,000 (monthly budget never exceeded)
5. Organizing clinical schedules/provider templates for three successful EFDA teams.

Contributing Factors

1. Exercised exceptional clinic leadership that resulted in harmonious working environment.
2. Assumed additional leadership responsibility and developed communication skills as Credentials Committee Chairman, responsible for credentialing 100+ officers.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Successfully coordinating efforts to provide redeployment exams for more than 3,000 Soldiers returning from Iraq resulting in a 31% increase in dental readiness.
2. Successfully fulfilling fiscal responsibility for annual supply budget of \$269,000 by ensuring Supply Clerk never exceeded monthly budget.

Contributing Factors

1. Fostered a harmonious work environment and effectively supervised a large dental clinic staff providing dental care to more than 8,000 Soldiers.
2. Served as the Chairman of the DENTAC Credentials Committee and responsible for privileging over 100 providers.
3. Frequently sought out for advice on credentialing and clinic management due to his leadership and expertise.

Supervision

Employee

I exceeded this objective by:

1. Vigorously supporting the initiatives of Clinic OIC and DENTAC Commander in transition of Clinic to a functioning, highly effective, and impressively efficient Dental Care Optimization (DCO) facility, as evidenced by 50% increase in production and access to care since 15 April 2007, compared to comparable period last year, pre-DCO.

Rating Official

Concur with employee's self assessment. Employee exceeded objective by:

1. Carrying out the full spectrum of duties in the absence of the OIC.
2. Keeping an ear to the ground while maintaining pulse of the clinic to insure that management understood staff concerns and were responsive to the mission.
3. Ensuring the organization continually kept on course to better serve the dental health care needs of our Soldiers.
4. Utilizing staff, supplies, and equipment to the greatest good for the patient.
5. Ensuring workplace safety.
6. Totally supporting clinic, DENTAC, Region, and DENCOM policies.