

1 Year Review Self Performance Questionnaire

What would you like to accomplish this year in the Tech position? Please list your top 3

1. I'd like to help train others for tech position
2. Start doing annual exams/reports for maintenance
3. Help the office reach goal of 500+ patients per week

What goals as a team do you feel we can accomplish this year?

Working together better/communication, supporting each other for better patient care

How do you feel your computer skills have improved thus far?

Typing auto/w/c cases

Making up gift certificates, signs around the office, typing up questionnaires

What area of the computer could you improve most on?

Changing patients' insurance cases to enter diagnosis

In what ways do you feel you've enhanced patient care and their overall experience in this office?

By working towards catching up on patient exams, following through with exercises, traction helps patients get the connection they need.

How can you even more deeply enhance their experience?

I like to share my success story with patients. I often reassure patients during exam/traumas that they are in the right place, that the doctors have helped many patients with similar symptoms.

What is your greatest challenge within our system?

My own physical challenges, (immune system, fatigue), getting exams done on a regular basis, being responsible for doctors running behind schedule

What can we do to help you overcome and/or minimize these challenges?

Cross-train for second front desk to put patients on stim, give out exercises, CTU instructions. Work as a team to focus on working together, communicating when we're behind or spending too much time with patients at adjustment tables.

How can you overcome the challenge of getting exams done during prime time?

More support from staff and doctors when possible. By keeping to our schedule, patients will get the care they need and in turn refer nps to the office

How is the Tech Post now (organizationally and spiritually) better as compared to one year ago?

It's easier now because I've gotten to know the patients. Watching them get better and keeping in the process helps with the connection with the patients. I've gotten better at referrals asking patients to get their families in. Improving on questionnaire, re-exams and re x-rays

2nd Anniversary Review

What makes you most proud about working as a CA?

Seeing the difference it makes in people daily. Being able to help people with their journey towards good health.

How do you feel about being part of Team _____?

I feel honored to work on this team. We are all working toward the same goal.

How do you feel that you have been able to add to the feeling of having a true team in the past year?

By doing my job to the best of my ability. Being able to help a teammate when they are busy.

How have you been able to impact our patients in a positive way this past year?

What ways do you feel that you can further impact their chiropractic experience?

By reinforcing the importance of chiropractic care, especially with sick.
By reinforcing their education.

What are three goals that you have for yourself within the ___ position over the next year?

- a. Multischedule
- b. Higher % kept

What is your vision of how _____ can serve and grow within our community even more this year?

Offering a seminar/lecture to specific doctor offices. For example: geared toward pregnancy lifting, sleeping...

What are your goals for the upcoming year?

To master the report script, improve my computer skills and get patients caught up on exams needed. I'd also like to cross-train with front desk (just to know it).

What are your strengths?

I genuinely care about the patients, I'm detail oriented about their exercises, traction, exams, HHH, etc...

In what areas does your job performance need to improve?

Computer skills, asking for referrals, report script, marketing.

What can I do as your manager to assist you in your job responsibilities?

Computer one on one 10-15 mins. I think I've learned some basics this year. It's been fun learning some new skills.

What are your career plans?

I enjoy being a tech CA. I've always loved seeing the majority of chiropractic patients improve their overall health and learn about alternative tx.

What are your training needs?

NP phone script, marketing – I'm always interested in learning about new alternative ways to improve one's health.

What hinders you in performing your job responsibilities?

It's challenging in prime time to get exams done at times.

What were your major contributions during this past year?

I feel we all work very well together as a team. PAD went very well especially. 14 NP exams with most needing x-rays was a win.

What are some examples of your teamwork?

I'm willing to pitch in when needed, filing, stamping travel cards, doing errands like getting the plaque and engraving done when necessary or distilled water for the hydroculator.

'Thot' Provoking Questions 3rd Anniversary Review

What do you feel your greatest strengths to be at the Front Desk position?

I am friendly with a smile. I feel very comfortable and confident with ChiroTouch

What do you feel your greatest strengths to be at the Marketing position?

I am very organized and detailed oriented. I plan ahead.

What areas of Front Desk do you feel that you could continue to improve and what impact would it have if you did?

Asking Patients for payment; it would help us keep a zero balance.

What areas of Marketing do you feel that you could continue to improve and what impact would it have if you did?

Feeling more confident making phone calls. Having a detailed script for phone calls would be extremely helpful to me.

In what ways do you feel that you have grown in your skill sets and/or as a person since you have been at _____?

Feeling more confident in interacting with patients. Knowing that I am helping people to live healthier lives is great inspiration.

Have TLC seminars been helpful to you?

Yes – sometimes I feel like I get stuck in a rut and need to get re-inspired.

What do you feel that we need to do or continue to do to touch move lives weekly at _____?

Each team member needs to stay as organized as possible. We need to know clearly who is responsible for what especially when we are short handed. Communication is a key part in that.

Anniversary Review

What are the things that bring you the most joy from working at _____?

I love the staff and doctors at _____ but the patients give me joy that is ultimately who we are here to serve.

What things, duties, events, etc. seem to diminish that joy of working here?

The end of shift chores are challenging at times. Doesn't seem to be enough help.

Do you feel as though your experience here adds to "stress" in your life or in some ways does it help diminish it?

The long days are sometimes difficult. Overall chiropractic has been a very positive experience a "Blessed" experience.

Do you see ways that we as a team can further enhance your positive experience here?

I don't believe that's the team's responsibility. It's up to me.

Within the Technical Post:

How accurate/detailed is the Tech Playbook as it relates to what you really do?

Fairly close. I did write up some discrepancies and submitted them months ago.

In what ways can we enhance your playbook to that others may be cross-trained at your post?

You can always fine-tune the written word, either you're a people person or you're not. Multitasking is a necessity as well.

In general:

Commonly, how do you 'feel' walking into the office each day?

Generally good. It does give me a good sense of purpose.

Commonly, how do you 'feel' walking out at the end of the day?

Tired, but usually rewarded. I know we help a great many people.

Being a veteran of chiropractic, how do you perceive the leadership in our office?

I admire all of the "leaders" in our office and have a great deal of respect for each of their gifts.

In what ways have you found it to be motivational, inspirational, and consistent?

The philosophy of chiropractic helps me stay on track. Education, learning, seeing patients get better is an additional bonus.

In what ways do you perceive that we would add and improve our leadership skill sets?

What would inspire you even more?

I've always believed you should lead by example – never ask of anyone what you wouldn't do yourself.

As asked above, in what ways do you feel that you are a leader within the office?

I always give 110%. I try to stay positive and never share personal problems with the patients. I try to be a team player.

In what ways can you enhance your current skills?

I'd like to read more philosophy – have it available for staff to read.

What does it take to remain feeling 'fresh' with a job or post? In other words.. how does one avoid 'burning out' in a busy chiropractic office?

It helps to teach other people. Cross-train – that's always the best way to learn, also helps other staff know what it is you do.

- **What is your sense of things that are currently present that helps keep things fresh in the office for you?**

The seminars always help me refocus, also an awareness of patients progress (symptoms and structural). Educating patients really helps as well

- **Are there ways in which we as leaders can further assist you and our team to feel consistently re-energized?**

On a personal level, I feel I need something to boost my immune system, health-wise. I'm not operating at the level I'd like to.