**MJR: Quality and Safety for Patient Care**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Essential Function** | **4**  **Consistently exceeds** | **3**  **Occasionally Exceeds** | **2**  **Meets expectations** | **1**  **Does not meet expectations** |
| **Quality and Safety:**  Provides safe, competent, and age specific care | Consistently identifies, reports, and responds to situations that may lead to a change in patient condition that required immediate attention by the RN | Occasionally identifies and implements changes in care delivery based on patient/family individual needs  Identifies changes in clinical status and reports to the RN | Identifies patient safety concerns, completes on line safety reports and makes needed corrections immediately.  Communicates changes in patient status  Meets patient safety requirements  Performs hourly rounds on all patients | Corrective action (probation or greater) related to patient care |
| **Quality and Safety:**  Performs all delegated tasks in a timely manner | Independently identifies and initiates unassigned tasks within scope of practice without RN direction | Occasionally identifies and initiates unassigned tasks without RN direction | Completes delegated tasks within assigned time as directed by RN | Fails to complete delegated task delegated by RN  Corrective action probation or greater |
| **Quality and Safety:**  Documents care provided, written or electronic, in an accurate, thorough, legible manner | Assists PCM to audit NCT documentation  Participates in projects to improve documentation  Validator for unit specific /annual competency | Occasionally documents aspects of care provided within one hour of patient interaction | Documents care provided, written or electronic, in an accurate, thorough, legible manner | Audits reveal documentation policy not followed consistently  Corrective action due to incomplete/inaccurate documentation |
| **Quality and Safety:**  Responds to call lights with a sense of urgency | Consistently responds to all call lights regardless of patient assignment | Responds to call light in < 2 minutes  Occasionally responds to call lights outside of their specific assignment | Responds to call light within 2 minutes or timely manner | Takes greater than 2 minutes to answer call light or within timely manner |

**MJR: Patient Centeredness (Service)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Essential Function:** | **4**  **Exceeds Expectations** | **3**  **Occasionally Exceeds** | **2**  **Meet Expectations** | **1**  **Does Not Meet Expectations** |
| **Patient Centeredness:**  Models behavioral expectations and demonstrates service excellence to all customers | Promotes/encourages positive professional behavior from team members. Leader on the unit always goes above and beyond, engaged in service initiatives on the unit. Multiple positive feedback from patient/families. Finds ways for the unit/team to make good first impression | Role models positive and professional behavior. Consistent positive feedback/compliments from patients/families. Prevents others from discussing frustrations in public | Demonstrates positive and professional behavior. Consistent positive feedback/compliments from patients/families. Prevents others from discussing frustrations in public | Fails to demonstrate respect and professionalism. Uses negative tone and facial expression. Substantiated patient/family/peer complaint and/or Manager’s observation of the behavior |
| **Patient Centeredness:**  Rounds for outcomes on patients per direction of Registered Nurse per organization standard | Encourages colleagues to hourly round based on organizational standards. Teaches others to round with a purpose, anticipates matters before they occur. | Role models the importance of hourly rounding with a purpose. Investigates what patient wants when they request nurse. Performs hourly rounding for colleagues when they are unable to do so (ex: code, decline, etc) | Performs purposeful hourly rounding on patients per organization standards, sets expectation with patient and explains rounding at the beginning of the shift. | Not performing hourly rounding based on organization standard |
| **Patient Centeredness:**  Considers special needs of patients/families to promote comfort and well-being | Always handles patient/family concerns or complaints immediately and seeks the appropriate resources for intervention (two or more examples). Per RN guidance: Follows up for patient/family with support services regarding when service can be expected (meds2bed, x-ray, dietary, ect.) | Occasionally anticipates the special needs and/or circumstances of patients and families before they occur | Welcomes patients to unit and orients to hospital, rooms, routines, meal times, call light, bathrooms, parking. Develops a therapeutic relationship with patient/family by listening. Brings needs to RN’s attention and takes direction and follows through. Ensures seating is available in rooms for visitors. | Task oriented only: performs tasks without adequately accommodating individual patient needs. Does not follow through on concerns/complaints. Manager hears about them when she rounds. |

**MJR Teamwork:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Essential Function:** | **4**  **consistently exceeds** | **3**  **occasionally exceeds** | **2**  **meets expectations** | **1**  **does not meet expectations** |
| Collaborates with RN and communicates any changes observed in assigned patients | Consistently provides RN with changes in patient condition, identifies a critical patient condition requiring immediate intervention by the health care team | Occasionally exceeds expectations in providing updates on patient condition | Collaborates with RN and gives updates on changes in patient condition | 2 or more substantiated complaints of failure to follow through with health care team |
| Exhibits teamwork by assisting fellow employees and working well with other departments and disciplines | 5 or more positive comments from co-workers regarding teamwork | 3 positive comment from a co-worker regarding team work | No complaints from co-workers about lack of teamwork | 1 or more substantiated complaints about lack of team work |
| When asked to work/assist in another work area, does so in a manner that exhibits teamwork and respect | 5 or more positive comments from other work areas, works in other areas without complaining | 3 positive comment from other work areas, works in other areas without complaining | Works in other areas without complaining, no negative feedback from other work areas | 1 or more complaints regarding work performance in another area |
| Demonstrates support, respect, and professional behaviors for colleagues and is accountable for all interactions | 5or more positive comments regarding interactions with others, manager observed interactions as well | 3 positive comment regarding interactions with others, manager observed interactions as well | Respectful interactions observed, does not blame others | 1 or more substantiated complaints/observations of unprofessional behavior/attitude |

**MJR: Efficiency**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Essential Function: | **4**  **Consistently exceeds** | **3**  **Occasionally exceeds** | **2**  **Meets expectations** | **1**  **Does not meet expectations** |
| **Efficiency:**  Improves own work flow based on standard work | Actively engaged in participating & teaching co-workers about new initiatives & products. **(super-user & validators)** | Role models follow guidelines. (**Cauti; fall; clabsi prevention)**  ***Goes above & beyond*** | Improves own work flow based on standard work. Follows all guidelines.**(cauti; clabsi; fall prevention)** | Does not incorporate changes into their workflow. Resistant to change. |
| **Efficiency:**  Work is completed within scheduled hours | Serves as a unit resource assisting co-workers in completing their work timely & answers questions per protocol. | Uses extra time to assist co-workers to get caught up & leave on-time. | Work is completed within scheduled hours. | Consistently works past scheduled time to leave. |
| **Efficiency:**  Resources as used appropriately i.e. supplies, equipment, and staff | Self-directed & takes ownership of issues on unit. **(places work orders on broken equipment; tags broken equipment or computers).** | Role models managing resources appropriately. Goes above & beyond to make sure the ncts & unit have supplies to work efficiently.  **(informing manager when stock levels need to be adjusted in supply &/or nourishment room).** | Uses resources appropriately i.e. supplies, equipment, and staff (**follows the UHS equipment process, does not misuse resources such as cell phones, personal calls, and internet**) | Does not use resources appropriately (**inappropriate cell phone use, inappropriate internet use, does not follow the UHS equipment process, etc.)** |
| **Efficiency:**  Reports to work on time and as scheduled | Works extra shifts throughout the year. **(consistently adjusts & is flexible with schedule to accommodate the unit).** | Occasionally works an extra shift or adjusts schedule to accommodate unit. | Reports to work on time and as scheduled. | Probation &/or suspension in the corrective action process. **(for absences, tardiness, no pays, and no clocks according to attendance policy) More than 1 written warning, probation, &/or suspension.** |

**MJR: Professional Development**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Essential Function:** | **4**  **Consistently exceeds** | **3**  **Occasionally exceeds** | **2**  **Meets expectations** | **1**  **Does not meet expectations** |
| **Professional Development and Competency:**  Successfully completes all annual and biannual competencies within policy deadlines.  Maintains appropriate licensure and certification as required by position and according to policy.  Attends staff meetings &/other meetings as required for position. | Advances on the NCT Ladder &/or maintains status on the ladder. | Actively participates in a unit &/or enterprise council/committee or task force. | Successfully completes all annual and biannual competencies within policy deadlines.  Maintains appropriate licensure and certification as required by position and according to policy.  Attends staff meetings &/other meetings as required for position. | Competencies not completed on time and/or according policy.  Does not attend unit specific meetings; educational/informational sessions; or committee requirements per policy.  Does not maintain appropriate licensure &/or certifications required by position. |

**4/27/15 Final PE Taskforce**