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

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| **Essential Function:**  | **4****Consistently Exceeds** | **3****Occasionally Exceeds** | **2****Meets Expectations** | **1****Does Not Meet Expectations** |
| **Quality and Safety:**Care plans and their implementation are completed accurately and within appropriate parameters | CPG and Goals consistently individualized per patient/familyneeds and documented |  Goals and care plans are individualized per patient/family needs and documented Appropriate CPG dropped and updates as necessary |  Patient goals reviewed and documented every shiftCPG is selected and documented within 24-hour |  CPG not individualized or not one documentedNo review of patient goals documented |
| **Quality and Safety:**Clinical interventions are appropriate, timely evidence bases | Exhibits personal initiative to pursue Resources and Escalation per policy to assure all interventions are timely, appropriate and completed | Recognizes need to verify appropriateness and evidence based interventions prior to initiating order/task | Clinical interventions are appropriate evidence Based | Clinical interventions are incomplete/not documented/untimely intervention without valid reason |
| **Quality and Safety:**Patient teaching is completed appropriately and within time parameters | Assists PCM to monitor co-workers in enhancing compliance in Patient /Family education process (audits) Acts as unit champion/role model by consistently individualizing, documenting, and updating patient/.family educational needs Consistently uses KRAMES, HIL or other UK approved resources for patient/family education | Patient/family teaching materials are reviewed/distributed and documented Q shift (12hr) using KRAMES | Formal or informal Patient/family teaching is documented every 24 hours | Patient/family teaching is not initiated/documented |
| **Quality and Safety:**Possesses knowledge of Core Measures and NSI and other key metrics and successfully demonstrates during patient care | Consistently identifies Core Measure/NSI(s) with accurate implementation, documentation and elicits collaboration of a multidisciplinary team to assure successful patient outcomes. Serves as a unit champion for Core Measures/NSI on unit and Enterprise level |  Collaborates with Core Measure Team/CNE(s) to assure implementation of guidelines Able to verbalize the importance of Core Measures and NSI(s) outcomes on a unit level | Identify Core Measures and NSI(s) and implements guidelines and comments appropriately |  Fails to identify Core Measure or NSI Fails to implement Core Measure/NSI guidelines |

**MJR: Patient Centeredness (Service)**

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| **Essential Function:**  | **4****Consistently exceeds** | **3****Occasionally exceeds** | **2****Meets expectations** | **1****Does not meet expectations** |
| **Service:**Rounds on outcomes on every patient according to organizational standard. | Encourages colleagues to complete hourly rounding based on organizational standard and holds the NCT accountable to complete the task | Role Models the importance of hourly rounding based on organizational standard. Delegating to the NCTs to perform hourly rounding. Performs hourly rounding for colleagues when unable to do so (ex: code, decline, etc) | Performs hourly rounding based on organizational standards | Not performing hourly rounding based on the organizational standard guidelines |
| **Service:**Models behavioral expectations and demonstrate service excellence to all customers | Promotes/Encourages positive and professional behavior from team members-Clinical Leaders on the unit always goes over and beyond. Engaged in service initiates for the unit. | Role models positive and professional behavior. Consistent positive feedback from patients/families/colleagues based on the unit-specific recognition process. | Models Behaviors and expectations and demonstrate service to all. customers. Demonstrates positive and professional behavior, prompt and flexible service. No patient/family/peer complaints. Attitude is supportive of positive unit morale, follow dress code and usage of computer/cell phone appropriately | Fails to demonstrate respect and professionalism. Uses negative tone and facial expression. Substantiated patient/family/peer complaint and/or manager observation to behavior. |
| **Service:**Establishes a Nurse/Patient therapeutic relationship considering the special needs of the family and demonstrates foundations of service excellence and Behavioral Expectations | Consistently accommodating special needs of patients/families. Finds ways to better meet special needs of patients and customers. | Anticipating the special needs and/or circumstances of patients and families before they are to occur. Involves appropriate people before to prevent problems. | Nurse builds a therapeutic relationship with patient/family by listening and observing carefully and using communication techniques that promote better communication in order to understand the needs and feelings of the patient. The nurse acknowledges the patient concerns and feelings,  | Not communicating appropriately and/or thoroughly with patient/family to identify the patient’s needs and special needs not being addressed |

**MJR: Teamwork**

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| **Essential Function** | **4****Consistently exceeds** | **3****Occasionally exceeds** | **2****Meets expectations** | **1****Does not meet expectations** |
| TeamworkExhibits personal engagement in patient and employee satisfaction initiatives | Plans/organizes activities for employee/patient satisfaction | Actively participates in planned initiatives to enhance employee/patient satisfaction | Met, attitude is supportive of unit/enterprise initiatives | Not met, has not shown any personal engagement in employee/patient satisfaction initiatives |
| TeamworkExhibits teamwork by assisting fellow employees and working well with other departments and disciplines | Consistently communicates with PCM via written documentation of team member performance, participates in collaborative practice activities | Occasionally collaborates with fellow staff, departments and disciplines independently to optimize patient outcomes | Met, participates as a team player, uses SBAR for all patient handoffs | Not met, has not exhibited teamwork in assisting co-workers |
| TeamworkFosters and models interdisciplinary team collaboration to achieve desired clinical outcomes and improve culture | Consistently uses communication with other disciplines to assure patient/family needs are met, plans/organizes team building activities | Occasionally uses communication with other disciplines to assure patient/family needs are met | Met, notifies health care team of clinical concerns in a timely manner and documents interaction, participates in rounding with the health care team | Not met, has not shown collaboration in an inter disciplinary team setting |
| TeamworkInitiate conflict resolution with team members demonstrates behaviors toward resolving conflict with all customers | Assist/coaches co-workers appropriate conflict management skills, role models conflict resolution skills to colleagues | Resolves conflict on own without assistance of management, coming to a mutual agreement amongst all parties | Met, initiates conflict resolution by consulting with management to seek immediate resolution | Not met, has not demonstrated behaviors to resolve conflict with others |

**MJR: Efficiency**

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| **Essential Function:** | **4****Consistently exceeds** | **3****Occasionally exceeds** | **2****Meets expectations** | **1** **Does not 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. **(foley cath bundles; central line bundles; falls; CAUTI; CLABSI)*****Goes above & beyond*** | Improves own work flow based on standard work Follows all guidelines.**(foley cath bundles; central line bundles; falls; CAUTI; CLABSI; bedside shift report)** | 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 & staffing resources).** | Role models managing staffing & HPPDE. **(Evaluates staffing needs per shift & f/u with MGR/HOA/DCN).** | Uses resources appropriately (**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).**  | Sometimes works an extra shift or adjusts schedule to accommodate unit. | Works shifts as scheduled per FTE. | Probation &/or suspension in the corrective action process. **(for absences, tardies, no pays, and no clocks according to attendance policy) More than 1 written warning, probation, &/or suspension.** |

**MJR: Professional Development**

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| **Essential Function:** | **4****Consistently exceeds** | **3****Occasionally** **exceeds** | **2****Meets expectations** | **1** **Does not 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 all unit specific meetings; mandatory education sessions; council &/or committee requirements per policy. | Nationally recognized certification or **Gold/Platinum NPA** | Advances on the NPA Ladder &/or maintains NPA status.**(Bronze/Silver)** | Completes required competencies by deadline and/or according to policy. **(WBTs)**Attends all unit specific meetings; mandatory educational sessions; & committee requirements per policy.Maintains mandatory license & certifications required for your specific position**: (BLS; ACLS; CPI;PALS; Employee Health Screenings).**  | 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.  |

**04/27/15 Final PE Taskforce**