

Registered Nurse Performance Evaluation Rating Guideline
Ambulatory Staff Nurse & Nurse Clinical (2019)

MJR	4 Consistently Exceeds	3 Occasionally Exceeds	2 Meets Expectations	1 Does Not Meet Expectations
Quality and Safety for Patient Care	<p>Exhibits personal initiative to pursue Resources and Escalation to assure all interventions are timely, appropriate and completed. Acts as champion/role model by consistently individualizing, documenting, and updating patient/.family educational needs, goals, and plan of care. Consistently uses KRAMES, health information library or other UK approved resources for patient/family education. Understands what Nurse Sensitive Indicators are and serves as a champion for NSIs impacting their patient population. Self-directed and takes ownership of issues in the clinic. Serves as a resource assisting co-workers in completing their work timely. Consistently uses communication with other disciplines to assure patient/family needs are met, plans/organizes team building activities Assist/coaches co-workers in appropriate conflict management skills, role models conflict resolution skills to colleagues</p>	<p>Goals and care plans are individualized per patient needs. Recognizes need to verify appropriateness and evidence based interventions prior to initiating order/task. Able to verbalize the importance of NSI(s) outcomes in their clinic. Occasionally collaborates with fellow staff, departments and disciplines independently to optimize patient outcomes. Occasionally uses communication with other disciplines to assure patient/family needs are met Resolves conflict on own without assistance of management, coming to a mutual agreement amongst all parties. Uses extra time to assist co-workers to get caught up & leave on-time. Recognizes need for updates, changes to policies and/or guidelines.</p>	<p>Patient goals reviewed and documented. Clinical interventions are appropriate. Formal or informal Patient/family teaching is documented. Identify NSI(s) and implements guidelines and comments appropriately. Attitude is supportive of clinic/enterprise initiatives. Participates as a team player, uses SBAR for all patient handoffs. Notifies health care team of clinical concerns in a timely manner and documents interaction. Initiates conflict resolution by consulting with management to seek immediate resolution. Improves own work flow based on standard work. Follows all policies and guidelines. Work is completed within scheduled hours. Uses resources appropriately (does not misuse resources such as cell phones, personal calls, and internet, etc.)</p>	<p>Clinical interventions are incomplete/not documented/untimely intervention without valid reason. No review of patient goals documented. Patient/family teaching is not initiated/documentd. Fails to identify NSI or implement associated guidelines. Has not exhibited teamwork in assisting co-workers. Has not shown collaboration in an inter disciplinary team setting. Has not demonstrated behaviors to resolve conflict with others. Does not incorporate changes into their workflow. Resistant to change. Consistently works past scheduled time to leave. Does not use resources appropriately (inappropriate cell phone use, inappropriate internet use, multiple personal calls, etc.). 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.</p>
Service Tie to Magnet questions and CG-CAHPs results for clinic	<p>Promotes/Encourages positive and professional behavior from team members-Clinical Leader; always goes above and beyond. Engages in service initiatives for the clinic/UKHC. Consistently accommodating special needs of patients/families. Finds way to</p>	<p>Role models positive and professional behavior. Consistent positive feedback from patients/families/colleagues. Anticipating the special needs and/or circumstances of patients and families before they are to occur. Involves appropriate people before to prevent problems. Actively participates in planned</p>	<p>Models Behaviors and expectations and demonstrate service to all. Demonstrates positive and professional behavior, prompt and flexible service. No patient/family/peer complaints. Attitude is supportive of positive unit</p>	<p>Fails to demonstrate respect and professionalism. Uses negative tone and facial expression. Substantiated patient/family/peer complaint and/or manager observation to behavior. Not communicating appropriately and/or thoroughly with patient/family to</p>

<p>Concern of Nurse/Assistant for problem (92.9)</p> <p>Friendliness of Nurse/Assistant (94.8)</p> <p>Nurse Prompt answer phone question (92.1)</p> <p>Staffed worked Together (94.8)</p>	<p>better meet special needs of patients and customers. Multiple positive feedback (PG comments, notes, STARS, etc)</p> <p>Recipient of nursing specialty / service award (Daisy award winner, clinical excellence award winner)</p> <p>*Add 3 points to overall rating if meet any of the above</p> <p>4 of 4 outperform the 50th%tile</p>	<p>initiatives to enhance employee/patient satisfaction. 3-5 STARS, patient comments, positive feedback, etc. Nominated for nursing specialty / service award (Daisy nomination, Clinical excellence award nomination).</p> <p>*Add 2 points to overall rating if meet any of the above</p> <p>3 of 4 outperform the 50th%tile</p>	<p>morale, follow dress code and usage of computer/cell phone appropriately. 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.</p> <p>*Add 1 point to overall rating if meet any of the above</p> <p>2 of 4 outperform the 50th%tile</p>	<p>identify the patient's needs and special needs not being addressed. Has not shown any personal engagement in employee/patient satisfaction initiatives</p> <p>2 or more substantiated complaints from patients, families, peers, etc.</p> <p>No points added to overall rating</p> <p>0-1 of 4 outperform the 50th%tile</p>
<p>Professional Development and Competency</p>	<p>Nationally recognized certification or Gold/Platinum NPA or Podium/Poster presentation at National conference</p>	<p>Advances on the NPA Ladder &/or maintains NPA status. (Bronze/Silver) or Podium/Poster presentation at Local conference or active member/participant of an enterprise committee or council or active member/participant of professional organization</p>	<p>Completes required competencies by deadline and/or according to policy. (WBTs)</p> <p>Attends all unit specific meetings; mandatory educational sessions; & committee requirements per policy.</p> <p>Maintains mandatory license & certifications required for specific position: (BLS; ACLS; CPI; PALS; Employee Health Screenings).</p>	<p>Competencies not completed on time and/or according policy.</p> <p>Does not attend unit specific meetings; educational/informational sessions; or committee requirements per policy.</p> <p>Does not maintain appropriate licensure &/or certifications required by position.</p>