

Licensed Practical Nurse (LPN)  
Performance Evaluation Rating Guideline (2019)

MJR	4 Consistently Exceeds	3 Occasionally Exceeds	2 Meets Expectations	1 Does Not Meet Expectations
Quality and Safety for Patient Care	Exhibits personal initiative to pursue Resources and Escalation to assure all interventions are timely, appropriate and completed. Consistently uses KRAMES, health information library or other UK approved resources to reinforce 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	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 in catching up on work & leaving on time. Recognizes need for updates, changes to policies and/or guidelines	Clinical interventions are appropriate. Identify NSI(s) and implements guidelines and comments appropriately. Reinforces education previously done by provider or RN. 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 workflow based on standard work. Follows all policies and guidelines. Work is completed within scheduled hours. Uses resources appropriately ( <b>does not misuse resources such as cell phones, personal calls, and internet, etc.</b> )	Clinical interventions are incomplete/not documented/untimely intervention without valid reason. Fails to identify NSI or implement associated guidelines. Has not exhibited teamwork in assisting co-workers. Has not shown collaboration in an interdisciplinary 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 ( <b>inappropriate cell phone use, inappropriate internet use, multiple personal calls, etc.</b> ). Probation &/or suspension in the corrective action process. ( <b>for absences, tardies, no pays, and no clocks according to attendance policy</b> ) <b>More than 1 written warning, probation, &amp;/or suspension.</b>
Service Tie to Magnet questions and CG-CAHPs results for clinic	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 accommodates special needs of patients/families. Finds way to better meet special needs of	Role models positive and professional behavior and service. Consistent positive feedback from patients/families/colleagues. Anticipates the special needs and/or circumstances of patients and families before they are to occur. Involves appropriate people beforehand to prevent problems. Actively participates in planned	Demonstrates behavior expectations and service to all. Demonstrates positive and professional behavior, prompt and flexible service. No patient/family/peer complaints. Attitude is supportive of positive unit morale, follows dress code and	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 identify the patient's needs and special needs not

<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>patients and customers. Multiple positive feedback (PG comments, notes, STARS, etc.) Recipient of specialty/service award (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 50<sup>th</sup>tile</p>	<p>initiatives to enhance employee/patient satisfaction. 3-5 STARS, patient comments, positive feedback, etc. Nominated for specialty/service award (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 50<sup>th</sup>tile</p>	<p>usage of computer/cell phone appropriately. Listens and understands patient requests, and follows through appropriately</p> <p>*Add 1 point to overall rating if meet any of the above</p> <p>2 of 4 outperform the 50<sup>th</sup>tile</p>	<p>addressed. Has not shown any personal engagement in employee/patient satisfaction initiatives. 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 50<sup>th</sup>tile</p>
<p>Professional Development and Competency</p>	<p>Advances on TAP ladder and/or maintains status on ladder</p>	<p>Actively participates in a unit/clinic/enterprise council, committee, or task force</p>	<p>Completes required competencies by deadline and/or according to policy <b>(WBTs)</b></p> <p>Attends all unit specific meetings; mandatory educational sessions; &amp; committee requirements per policy.</p> <p>Maintains mandatory license &amp; certifications required for specific position: <b>(BLS; Employee Health Screenings).</b></p>	<p>Competencies not completed on time and/or according to policy.</p> <p>Does not attend unit specific meetings; educational/informational sessions; or committee requirements per policy.</p> <p>Does not maintain appropriate licensure &amp;/or certifications required by position.</p>