

## FY19 NCT Goal Plan (PE) Rating Guideline for Nursing Staff and Managers

Rating is based on manager discretion and reflective of employee's performance throughout year

MJR	4 Consistently Exceeds	3 Occasionally Exceeds	2 Meets Expectations	1 Does Not Meet Expectations
<b>Quality and Safety for Patient Care</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> 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.</li> <li><input type="checkbox"/> Documents care provided, written or electronic, in an accurate, thorough, legible manner, according to policy-participates in projects to improve documentation, validator for unit specific /annual competency and assists PCM to audit NCT documentation.</li> <li><input type="checkbox"/> Responds to call lights with a sense of urgency-consistently responds to all call lights regardless of patient assignment.</li> <li><input type="checkbox"/> Independently identifies and initiates unassigned tasks within scope of practice without RN direction.</li> <li><input type="checkbox"/> Meeting Unit-specific Enterprise Quality and Safety Goal (Cascade from Leadership Goal).</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provides safe, competent, and age-specific care-identifies changes in clinical status and reports to the RN.</li> <li><input type="checkbox"/> Documents care provided, written or electronic, in an accurate, thorough, legible manner, according to policy-occasionally documents aspects of care provided less than one hour of patient interaction.</li> <li><input type="checkbox"/> Responds to call lights with a sense of urgency-occasionally anticipates the special needs and/or circumstances of patients and families before they occur, occasionally responds to call lights outside of their specific assignment.</li> <li><input type="checkbox"/> Occasionally identifies and initiates unassigned tasks without RN direction.</li> <li><input type="checkbox"/> Meeting Unit-specific Enterprise Quality and Safety Goal (Cascade from Leadership Goal).</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provides safe, competent, and age-specific care.</li> <li><input type="checkbox"/> Documents care provided, written or electronic, in an accurate, thorough, legible manner, according to policy.</li> <li><input type="checkbox"/> Responds to call lights with a sense of urgency.</li> <li><input type="checkbox"/> Completes delegated tasks within assigned time as directed by RN.</li> <li><input type="checkbox"/> Meeting Unit-specific Enterprise Quality and Safety Goal (Cascade from Leadership Goal).</li> </ul>	<ul style="list-style-type: none"> <li>• Corrective action (probation or greater) related to patient care.</li> <li>• Fails to complete delegated task delegated by RN.</li> <li>• Audits reveal documentation policy not followed consistently.</li> <li>• Corrective action due to incomplete/inaccurate documentation.</li> <li>• Fails to respond to call lights in timely manner.</li> </ul>

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<b>Service</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Models behavioral expectations and demonstrate service excellence to all customers-promotes and encourages positive professional behavior from team members, multiple positive feedback from patient/families.</li> <li><input type="checkbox"/> Rounds for outcomes on patients per directions of Registered Nurse and per organization standard-encourages hourly rounding and teaches others to round with a purpose.</li> <li><input type="checkbox"/> Considers special needs of patients/families to promote comfort and well-being and always handles patient/family concerns or complaints immediately and seeks the appropriate resources for intervention (two or more examples), per RN guidance: follows up with patient/family regarding when service can be expected (meds2bed, x-ray, dietary, etc.).</li> <li><input type="checkbox"/> Engaged in service initiatives on the unit.</li> <li><input type="checkbox"/> Meeting Unit-specific Enterprise Patient</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Models behavioral expectations and demonstrate service excellence to all customers-models positive and professional behavior, consistent positive feedback/compliments from patients/families.</li> <li><input type="checkbox"/> Rounds for outcomes on patients per directions of Registered Nurse and per organization standard-models the importance of hourly rounding with a purpose and performs hourly rounding for colleagues when they are unable to do so (ex: code, decline, etc.).</li> <li><input type="checkbox"/> Considers special needs of patients/families to promote comfort and well-being, investigates what patients want when they request nurse-occasionally anticipates the special needs and/or circumstances of patients and families before they occur.</li> <li><input type="checkbox"/> Meeting Unit-specific Enterprise Patient Centeredness Goal (Cascade from Leadership Goal).</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Models behavioral expectations and demonstrate service excellence to all customers.</li> <li><input type="checkbox"/> Rounds for outcomes on patients per directions of Registered Nurse and per organization standard.</li> <li><input type="checkbox"/> Considers special needs of patients/families to promote comfort and well-being.</li> <li><input type="checkbox"/> Meeting Unit-specific Enterprise Patient Centeredness Goal (Cascade from Leadership Goal).</li> </ul>	<ul style="list-style-type: none"> <li>• Fails to demonstrate respect and professionalism.</li> <li>• Substantiated patient/family/peer complaint and/or Manager observation of the behavior.</li> <li>• Not performing hourly rounding based on organization standard.</li> <li>• Task oriented only: performs tasks without adequately accommodating individual patient needs.</li> <li>• Manager hears concerns/complaints when rounding.</li> </ul>
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	Centeredness Goal (Cascade from Leadership Goal).			
<b>Teamwork</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> 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.</li> <li><input type="checkbox"/> Exhibits teamwork by assisting fellow employees and working well with other departments and disciplines.</li> <li><input type="checkbox"/> When asked to work/assist in another work area, does so in a manner that exhibits teamwork and respect.</li> <li><input type="checkbox"/> Demonstrates support, respect, and professionalism for colleagues and is accountable for all interaction with others.</li> <li><input type="checkbox"/> 5 or more positive comments from co-workers regarding teamwork.</li> <li><input type="checkbox"/> 5 or more positive comments from other work areas.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Collaborates with RN and communicates any changes observed in assigned patients- occasionally exceeds expectations in providing updates on patient condition.</li> <li><input type="checkbox"/> Exhibits teamwork by assisting fellow employees and working well with other departments and disciplines.</li> <li><input type="checkbox"/> When asked to work/assist in another work area, does so in a manner that exhibits teamwork and respect.</li> <li><input type="checkbox"/> Demonstrates support, respect, and professionalism for colleagues and is accountable for all interaction with others.</li> <li><input type="checkbox"/> 3 positive comments from a co-workers regarding teamwork.</li> <li><input type="checkbox"/> 3 positive comments from other work areas.</li> <li><input type="checkbox"/> 3 positive comments regarding interactions with others (including manager observed interactions).</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Collaborates with RN and communicates any changes observed in assigned patients.</li> <li><input type="checkbox"/> Exhibits teamwork by assisting fellow employees and working well with other departments and disciplines.</li> <li><input type="checkbox"/> When asked to work/assist in another work area, does so in a manner that exhibits teamwork and respect.</li> <li><input type="checkbox"/> Demonstrates support, respect, and professionalism for colleagues and is accountable for all interaction with others.</li> </ul>	<ul style="list-style-type: none"> <li>• 2 or more substantiated complaints of failure to follow through with health care team.</li> <li>• 1 or more substantiated complaint(s) about lack of team work.</li> <li>• 1 or more complaint(s) regarding work performance in another area.</li> <li>• 1 or more substantiated complaint(s)/observation(s) of unprofessional behavior/attitude.</li> </ul>

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	<ul style="list-style-type: none"> <li><input type="checkbox"/> 5 or more positive comments regarding interactions with others (including manager observed interactions).</li> </ul>			
<p><b>Efficiency</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Works efficiently and completes tasks within appropriate time parameters-serves as a unit resource assisting co-workers in completing their work timely &amp; answers questions per protocol.</li> <li><input type="checkbox"/> Improves own workflow based on standard work.</li> <li><input type="checkbox"/> Utilizes time management effectively.</li> <li><input type="checkbox"/> Resources are used appropriately i.e. supplies, equipment, and computers, self-directed &amp; takes ownership of issues on unit (places work orders/tags on broken equipment).</li> <li><input type="checkbox"/> Reports to work on time and as scheduled-works extra shifts throughout the year (consistently adjusts &amp; is flexible with schedule to accommodate the unit).</li> <li><input type="checkbox"/> Follows all bundle compliance (NO HARM), actively engaged in participating &amp; teaching</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Works efficiently and completes tasks within appropriate time parameters-uses extra time to assist co-workers.</li> <li><input type="checkbox"/> Improves own workflow based on standard work.</li> <li><input type="checkbox"/> Utilizes time management effectively.</li> <li><input type="checkbox"/> Resources are used appropriately i.e. supplies, equipment, and computers-ensures NCTs &amp; unit have supplies to work efficiently and informs manager when pars need adjusting.</li> <li><input type="checkbox"/> Reports to work on time and as scheduled-occasionally works an extra shift or adjusts schedule to accommodate unit.</li> <li><input type="checkbox"/> Follows all bundle compliance (NO HARM) and serves as role model for compliance.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Works efficiently and completes tasks within appropriate time parameters.</li> <li><input type="checkbox"/> Improves own workflow based on standard work.</li> <li><input type="checkbox"/> Utilizes time management effectively.</li> <li><input type="checkbox"/> Resources are used appropriately i.e. supplies, equipment, and computers.</li> <li><input type="checkbox"/> Reports to work on time and as scheduled.</li> <li><input type="checkbox"/> Follows all bundle compliance (NO HARM).</li> </ul>	<ul style="list-style-type: none"> <li>• Does not incorporate changes into workflow.</li> <li>• Works past scheduled time to leave.</li> <li>• Does not use resources appropriately (inappropriate cell phone use, internet use, does not follow equipment process, etc.).</li> <li>• Corrective action-probation &amp;/or suspension (absences, tardiness, no pays, and no clocks according to attendance policy), more than 1 written warning, probation &amp;/or suspension.</li> </ul>

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	co-workers about new initiatives & products (super-user & validators).			
<b>Professional Development</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Successfully completes all required competencies and competencies are maintained as current by designated deadlines.</li> <li><input type="checkbox"/> Attends and participates in staff meetings or other meetings as required.</li> <li><input type="checkbox"/> Maintains certifications based on unit-specific requirements.</li> <li><input type="checkbox"/> Assumes accountability for professional development.</li> <li><input type="checkbox"/> Actively participates in a unit &amp;/or enterprise council/committee or task force.</li> <li><input type="checkbox"/> Advances on the NCT Ladder &amp;/or maintains status on the ladder.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Successfully completes all required competencies and competencies are maintained as current by designated deadlines.</li> <li><input type="checkbox"/> Attends and participates in staff meetings or other meetings as required.</li> <li><input type="checkbox"/> Maintains certifications based on unit-specific requirements.</li> <li><input type="checkbox"/> Assumes accountability for professional development.</li> <li><input type="checkbox"/> Actively participates in a unit &amp;/or enterprise council/committee or task force.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Successfully completes all required competencies and competencies are maintained as current by designated deadlines.</li> <li><input type="checkbox"/> Attends and participates in staff meetings or other meetings as required.</li> <li><input type="checkbox"/> Maintains certifications based on unit-specific requirements.</li> <li><input type="checkbox"/> Assumes accountability for professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Competencies not completed in timely manner/according policy.</li> <li>• Does not attend unit specific meetings, educational/informational sessions, or committee requirements per policy.</li> <li>• Does not maintain appropriate licensure/certifications required for position.</li> </ul>