

FY19 RN 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
Quality and Safety for Patient Care	<ul style="list-style-type: none"> <input type="checkbox"/> Care plans and their implementation are completed accurately and within appropriate parameters-care plans are consistently individualized and documented per patient/family needs. <input type="checkbox"/> Clinical interventions are appropriate, timely and evidence based-exhibits personal initiative to consistently verify appropriateness prior to initiating order/task. <input type="checkbox"/> Patient teaching is completed appropriately and within time parameters-consistently uses KRAMES, HIL or other UK approved resources for patient/family education and assists PCM to monitor co-workers in enhancing compliance with patient /family education process (audits). <input type="checkbox"/> Acts as unit champion/role model by consistently individualizing, documenting, and updating patient/family educational needs. <input type="checkbox"/> Consistently identifies Core Measures, NSI and other key metrics with accurate implementation and documentation-serves as a 	<ul style="list-style-type: none"> <input type="checkbox"/> Care plans and their implementation completed accurately and within appropriate parameters-care plans are individualized and documented per patient/family needs. <input type="checkbox"/> Clinical interventions are appropriate, timely and evidence based-recognizes need to verify appropriateness prior to initiating order/task. <input type="checkbox"/> Patient teaching is completed appropriately and within time parameters-patient/family teaching materials are reviewed/distributed and documented using KRAMES. <input type="checkbox"/> Possesses knowledge of Core Measures, NSI and other key metrics and successfully demonstrates during patient care-collaborates with Core Measure Team/CNE(s) to ensure implementation of guidelines and can verbalize the importance of Core Measures and NSI outcomes on a unit level. <input type="checkbox"/> Meeting Unit-specific Enterprise Quality and Safety Goal (Cascade from Leadership Goal). 	<ul style="list-style-type: none"> <input type="checkbox"/> Care plans and their implementation are completed accurately and within appropriate parameters. <input type="checkbox"/> Clinical interventions are appropriate, timely and evidence based. <input type="checkbox"/> Patient teaching is completed appropriately and within time parameters. <input type="checkbox"/> Possesses knowledge of Core Measures, NSI and other key metrics and successfully demonstrates during patient care. <input type="checkbox"/> Meeting Unit-specific Enterprise Quality and Safety Goal (Cascade from Leadership Goal). 	<ul style="list-style-type: none"> • CPG not individualized or not documented. • No review of patient goals documented. • Clinical interventions are incomplete/not documented/untimely intervention without valid reason. • Patient/family teaching is not initiated/documented. • Fails to identify Core Measure or NSI. • Fails to implement Core Measure/NSI guidelines.

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	<p>unit champion for Core Measures/NSI on unit and Enterprise level.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Elicits collaboration of a multidisciplinary team to ensure successful patient outcomes. <input type="checkbox"/> Meeting Unit-specific Enterprise Quality and Safety Goal (Cascade from Leadership Goal). 			
Service	<ul style="list-style-type: none"> <input type="checkbox"/> Rounds for outcomes on every patient according to organizational standard-models the importance of hourly rounding and delegates NCTs to perform hourly rounding, often performs hourly rounding for colleagues when unable to do so (ex: code, decline, etc.). Encourages colleagues to complete hourly rounding and holds NCT accountable to complete tasks. <input type="checkbox"/> Models behavioral expectations and demonstrates service excellence to all customers-promotes/encourages positive and professional behavior from team members. <input type="checkbox"/> Establishes a Nurse/Patient therapeutic relationship considering the special needs of the family and demonstrates foundations of 	<ul style="list-style-type: none"> <input type="checkbox"/> Rounds for outcomes on every patient according to organizational standard-models the importance of hourly rounding and delegates NCTs to perform hourly rounding, often performs hourly rounding for colleagues when unable to do so (ex: code, decline, etc.). <input type="checkbox"/> Models behavioral expectations and demonstrates service excellence to all customers. <input type="checkbox"/> Establishes a Nurse/Patient therapeutic relationship considering the special needs of the family and demonstrates foundations of service excellence and Behavioral Expectations-anticipates special needs and/or circumstances of patients and families before they occur. <input type="checkbox"/> No patient/family/peer complaints-consistent positive feedback from 	<ul style="list-style-type: none"> <input type="checkbox"/> Rounds for outcomes on every patient according to organizational standard. <input type="checkbox"/> Models behavioral expectations and demonstrates service excellence to all customers. <input type="checkbox"/> Establishes a Nurse/Patient therapeutic relationship considering the special needs of the family and demonstrates foundations of service excellence and Behavioral Expectations. <input type="checkbox"/> No patient/family/peer complaints. <input type="checkbox"/> Attitude is supportive of positive unit morale, follow dress code and usage of computer/cell phone appropriately. <input type="checkbox"/> Meeting Unit-specific Enterprise Patient 	<ul style="list-style-type: none"> • Not performing hourly rounding based on the organizational standard guidelines. • 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, special needs not being addressed.

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	<p>service excellence and Behavioral Expectations- anticipates special needs and/or circumstances of patients and families before they occur-uses communication techniques that promote better communication in order to understand the needs and feelings of the patient, acknowledges the patient concerns/feelings and seeks ways to better meet special needs of patients/family.</p> <ul style="list-style-type: none"> <input type="checkbox"/> No patient/family/peer complaints-consistent positive feedback from patients/families/colleagues based on unit-specific recognition process. <input type="checkbox"/> Involves appropriate people to prevent problems. <input type="checkbox"/> Attitude is supportive of positive unit morale, follow dress code and usage of computer/cell phone appropriately. Engaged in Unit service initiatives. <input type="checkbox"/> Meeting Unit-specific Enterprise Patient Centeredness Goal (Cascade from Leadership Goal). 	<p>patients/families/colleagues based on unit-specific recognition process.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Involves appropriate people to prevent problems. <input type="checkbox"/> Attitude is supportive of positive unit morale, follow dress code and usage of computer/cell phone appropriately. <input type="checkbox"/> Meeting Unit-specific Enterprise Patient Centeredness Goal (Cascade from Leadership Goal). 	<p>Centeredness Goal (Cascade from Leadership Goal).</p>	
Teamwork	<ul style="list-style-type: none"> <input type="checkbox"/> Exhibits personal engagement in patient and employee satisfaction initiatives- 	<ul style="list-style-type: none"> <input type="checkbox"/> Exhibits personal engagement in patient and employee satisfaction initiatives-actively 	<ul style="list-style-type: none"> <input type="checkbox"/> Exhibits personal engagement in patient 	<ul style="list-style-type: none"> • Has not shown any personal engagement in

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	<p>plans/organizes activities for employee/patient satisfaction.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fosters and models interdisciplinary team collaboration to achieve desired clinical outcomes and improve culture-consistently communicates with fellow staff, departments and disciplines while providing written documentation of team member performance to optimize patient outcomes. <input type="checkbox"/> Demonstrate behaviors toward resolving conflict with all customers-consistently uses communication with other disciplines to ensure patient/family needs are met, plans/organizes team building activities. <input type="checkbox"/> Attitude is supportive of unit/enterprise initiatives. <input type="checkbox"/> Resolves conflict on own without assistance of management-assist/coaches co-workers on appropriate conflict management skills, role models conflict resolution skills to colleagues. 	<p>participates in planned initiatives to enhance employee/patient satisfaction.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fosters and models interdisciplinary team collaboration to achieve desired clinical outcomes and improve culture-actively collaborates with fellow staff, departments and disciplines independently to optimize patient outcomes. <input type="checkbox"/> Demonstrate behaviors toward resolving conflict with all customers-actively uses communication with other disciplines to ensure patient/family needs are met. <input type="checkbox"/> Attitude is supportive of unit/enterprise initiatives. <input type="checkbox"/> Resolves conflict on own without assistance of management, coming to a mutual agreement amongst all parties. 	<p>and employee satisfaction initiatives.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fosters and models interdisciplinary team collaboration to achieve desired clinical outcomes and improve culture. <input type="checkbox"/> Demonstrate behaviors toward resolving conflict with all customers. <input type="checkbox"/> Attitude is supportive of unit/enterprise initiatives. <input type="checkbox"/> Initiates conflict resolution by consulting with management to seek immediate resolution. 	<p>employee/patient satisfaction initiatives.</p> <ul style="list-style-type: none"> • 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.
<p>Efficiency</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Improves own work flow based on standard work. <input type="checkbox"/> Work is completed within scheduled hours-serves as a unit resource assisting co-workers in completing their 	<ul style="list-style-type: none"> <input type="checkbox"/> Improves own work flow based on standard work. <input type="checkbox"/> Work is completed within scheduled hours-uses extra time to assist co-workers to get caught up & leave on-time. 	<ul style="list-style-type: none"> <input type="checkbox"/> Improves own work flow based on standard work. <input type="checkbox"/> Work is completed within scheduled hours. <input type="checkbox"/> Resources are used appropriately i.e. 	<ul style="list-style-type: none"> • Does not incorporate changes into their workflow. • Consistently works past scheduled time to leave. • Does not use resources appropriately (inappropriate

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	<p>work timely & answers questions per protocol.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Resources are used appropriately i.e. supplies, equipment, personal calls, internet and staff-escalates staffing issues to MGR/HOA/DCN, self-directed & takes ownership of issues on unit (places work orders/tags broken equipment). <input type="checkbox"/> Reports to work on time and as scheduled-works extra shifts throughout the year (consistently adjusts & is flexible with schedule to accommodate the unit). <input type="checkbox"/> Follows all bundle compliance (NO HARM)-actively engaged in participating/teaching co-workers about new initiatives & products (super-user & validators). <input type="checkbox"/> Meeting Unit-specific Enterprise Efficiency Goal (Cascade from Leadership Goal). 	<ul style="list-style-type: none"> <input type="checkbox"/> Resources are used appropriately i.e. supplies, equipment, personal calls, internet and staff-escalates staffing issues to MGR/HOA/DCN. <input type="checkbox"/> Reports to work on time and as scheduled-sometimes works an extra shift or adjusts schedule to accommodate unit. <input type="checkbox"/> Follows all bundle compliance (NO HARM) and serves as role model for compliance. <input type="checkbox"/> Meeting Unit-specific Enterprise Efficiency Goal (Cascade from Leadership Goal). 	<p>supplies, equipment, personal calls, internet and staff.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Reports to work on time and as scheduled. <input type="checkbox"/> Follows all bundle compliance (NO HARM). <input type="checkbox"/> Meeting Unit-specific Enterprise Efficiency Goal (Cascade from Leadership Goal). 	<p>cell phone use, inappropriate internet use, does not follow equipment process, etc.)</p> <ul style="list-style-type: none"> • Probation &/or suspension in corrective action process (according to attendance policy) and more than 1 written warning, probation, &/or suspension.
<p>Professional Development</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Maintains advance specialty training or certifications as required. <input type="checkbox"/> Completes all required competencies. <input type="checkbox"/> Attends and participates in staff meetings or other meetings as required. <input type="checkbox"/> Maintains appropriate licensure. 	<ul style="list-style-type: none"> <input type="checkbox"/> Maintains advance specialty training or certifications as required. <input type="checkbox"/> Completes all required competencies. <input type="checkbox"/> Attends and participates in staff meetings or other meetings as required. <input type="checkbox"/> Maintains appropriate licensure. 	<ul style="list-style-type: none"> <input type="checkbox"/> Maintains advance specialty training or certifications as required. <input type="checkbox"/> Completes all required competencies. <input type="checkbox"/> Attends and participates in staff meetings or other meetings as required. 	<ul style="list-style-type: none"> • 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

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	<ul style="list-style-type: none"> <input type="checkbox"/> Assumes accountability for professional development (i.e. ADN to BSN, NPA, and/or member of national organization). <input type="checkbox"/> Advances on the NPA Ladder &/or maintains NPA status-Gold/Platinum. 	<ul style="list-style-type: none"> <input type="checkbox"/> Assumes accountability for professional development (i.e. ADN to BSN, NPA, member of national organization). <input type="checkbox"/> Advances on the NPA Ladder &/or maintains NPA status-Bronze/Silver. 	<ul style="list-style-type: none"> <input type="checkbox"/> Maintains appropriate licensure. <input type="checkbox"/> Assumes accountability for professional development (i.e. ADN to BSN, member of national organization). 	<p>certifications required by position.</p>
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