

# RN Performance Evaluation Rating Guide

Nurse Clinical/UKHC; Nurse Clinical/Ambulatory; Nurse Navigator; Nurse Team Lead/Ambulatory; Nurse Coordinator

Updates 12/2024

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MJR	4 Consistently Exceeds	3 Occasionally Exceeds	2 Meets Expectations	1 Does Not Meet Expectations
<p><b>Quality &amp; Safety for Patient Care</b></p>	<p>Work unit meets Unit-specific Enterprise Quality and Safety Goal Max (cascade from leadership goal) - these should be clearly identified for staff and documented during midyear; <b>AND TWO (2)</b> of the following items;</p> <p><b>OR</b></p> <p>Meet <b>FIVE (5)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Current Super User/Validator;</li> <li>○ Formal poster related to quality and safety or research presentation;</li> <li>○ Championing a quality initiative for work unit;</li> <li>○ Podium presentation research papers day;</li> <li>○ Facilitates and/or leads daily huddle;</li> <li>○ Hand hygiene 95% or greater for work unit (clinical staff – RN, NCT, MA, LPN, etc);</li> <li>○ BCMA compliance for individual 95% or greater;</li> <li>○ (NO HARM/QuALITY WORK))-actively engaged in participating/teaching co-workers about new initiatives &amp; products;</li> <li>○ At threshold or greater for quality metrics for unit/clinic specific goal (determined by dyad or leadership team -- these should be clearly identified for staff and documented during midyear;</li> <li>○ Wildcards (<b>inpatient only</b>) – participates and meets unit specific goal.</li> </ul> <p><b>Population Health Only</b> (must also meet <b>two</b> of the following) – Enterprise/MVBC metrics (these should be clearly identified for staff and documented during midyear).</p>	<p>Meet Unit-specific Enterprise Quality and Safety Goal Target (cascade from leadership goal) - these should be clearly identified for staff and documented during midyear, <b>AND ONE (1)</b> of the following items;</p> <p>, <b>AND ONE (1)</b> of the following items;</p> <p><b>OR</b></p> <p>Meet <b>THREE (3)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Current Super User;</li> <li>○ Abstract for poster and/or podium presentation related to quality and safety (must bring in organization confirmation letter);</li> <li>○ Facilitates and/or leads daily huddle;</li> <li>○ Hand hygiene 90% or greater for unit (clinical staff – RN, NCT, MA, LPN, etc);</li> <li>○ BCMA compliance for individual 90% or greater;</li> <li>○ At threshold or greater for quality metrics for unit/clinic specific goal (determined by dyad or leadership team);</li> <li>○ Wildcards (<b>inpatient only</b>) – participates and meets unit specific goal.</li> <li>○ Identifies and initiates unassigned tasks, within scope of practice, without manager direction.</li> </ul> <p><b>Population Health Only</b> (must also meet <b>one</b> of the following) – Enterprise/MVBC metrics (these should be clearly identified for staff and documented during midyear).</p>	<p>Meet <b>THREE (3)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Follows all bundle compliance (NO HARM/QUALITY WORK, outreach, etc);</li> <li>○ Plan of care for patient is individualized;</li> <li>○ Clinical interventions are appropriate, timely and evidence based;</li> <li>○ Patient teaching is completed appropriately and documented;</li> <li>○ Participates in daily safety huddles with cameras on if virtual;</li> <li>○ Possesses knowledge of Quality metrics; Core Measures, NSI; enterprise goal plan and/or other key metrics for their work unit.</li> <li>○ Actively attempts to complete SDoH assessments</li> </ul> <p><b>AND</b></p> <p>Work unit must meet <b>ONE (1)</b> of the following</p> <ul style="list-style-type: none"> <li>○ Hand Hygiene 85% or greater for unit (clinical staff - RN, NCT, MA, LPN, etc));</li> <li>○ BCMA compliance for individual 85% or greater;</li> <li>○ At threshold or greater for quality metrics for unit/clinic specific goal (determined by dyad or leadership team) - these should be clearly identified for staff and documented during midyear.</li> </ul> <p><b>Population Health Only</b> (must also meet the following) –</p> <ul style="list-style-type: none"> <li>○ Average Monthly Outreach.</li> <li>○ Average Monthly Patient Roster</li> </ul>	<p><b>If employee meets any of the criteria in this column, then their score will be a 1.</b></p> <ul style="list-style-type: none"> <li>○ Does not individualize plan of care for patient;</li> <li>○ Clinical interventions are incomplete, not documented, not timely;</li> <li>○ Clinical intervention inappropriate for patient;</li> <li>○ Patient teaching is not completed or not documented;</li> <li>○ Multiple instances of non-compliance with bundle/quality components, SDoH compliance, etc;</li> <li>○ Does not understand Quality metrics; Core measures, NSI, enterprise goal plan and/or other key metrics for their work unit;</li> <li>○ Does not attend/participate in daily huddles;</li> <li>○ BCMA compliance for individual &lt;85%;</li> <li>○ Hand hygiene for work unit (clinical staff – RN, NCT, MA, LPN) &lt; 85%.</li> <li>○ Does not complete monthly peer to peer wildcards (<b>inpatient only</b>);</li> <li>○ Does not follow standard policy for documenting in EHR and for telephone/outreach encounters.</li> <li>○ Does not complete delegated task in a timely manner.</li> <li>○ Does not follow established workflows.</li> </ul>

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<p><b>Service/Patient Centeredness/ Customer Service</b></p>	<p>Work unit meets <b>Max</b> goal for specific enterprise patient centeredness goal (cascaded from leadership goal), or predetermined patient experience/key driver questions.</p> <p><b>OR</b></p> <p>Work unit meets <b>Target</b> for identified patient experience goal or predetermined patient experience question or key driver and <b>TWO (2)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Identify one area of improvement and/or change to better meet the needs of an underserved/underrepresented patient population (i.e. non-English speaking patient, use of dedicated fields in EPIC to document pronouns and preferred name of patients, dietary needs of patients during Ramadan, end-of-life care decisions among African American patients, peer support process for individuals subjected to inappropriate language/racial slurs, etc.). Must develop a unit plan to address the need;</li> <li>○ Nursing specialty award recipient within past year;</li> <li>○ 6 STARS, email recognition/get well network/thank you cards specifically related to patient care;</li> <li>○ 1 STAR award related to patient care;</li> <li>○ 3 acknowledgements/mention from patients on Press Ganey patient experience survey or leader rounds;</li> <li>○ Daisy Award winner for past year;</li> <li>○ Multiple Daisy award nominations for past year.</li> </ul> <p><b>OR</b></p>	<p>Work unit meets <b>Target</b> goal for specific enterprise patient centeredness goal (cascaded from leadership goal), or predetermined patient experience/key driver questions.</p> <p><b>OR</b></p> <p>Meets <b>THREE (3)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Identify one area of improvement and/or change to better meet the needs of an underserved/underrepresented patient population (i.e. non-English speaking patient, use of dedicated fields in EPIC to document pronouns and preferred name of patients, dietary needs of patients during Ramadan, end-of-life care decisions among African American patients, peer support process for individuals subjected to inappropriate language/racial slurs, etc.). Must develop a unit/clinic plan to address the need;</li> <li>○ Nursing specialty award nominee within past year;</li> <li>○ 4 STARS, email recognition/get well network/thank you cards specifically related to patient care;</li> <li>○ 1 STAR award related to patient care;</li> <li>○ 2 acknowledgement/mention from patients on Press Ganey patient experience survey or leader rounds;</li> <li>○ Daisy Award winner for past year;</li> <li>○ Daisy Award nominee for past year.</li> </ul>	<p>Work unit meets <b>Threshold</b> goal for specific enterprise patient centeredness goal (cascaded from leadership goal), or predetermined patient experience/key driver questions.</p> <p><b>OR</b></p> <p>Meets <b>all</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Rounds for outcomes on every patient according to organizational standard;</li> <li>○ Models behavioral expectations &amp; demonstrates service excellence to all customers;</li> <li>○ Establishes a nurse/patient therapeutic relationship</li> <li>○ No patient/family/peer complaints;</li> <li>○ Attitude is supportive of positive unit morale, follows dress code and usage of computer/cell phone appropriately.</li> </ul>	<p><b>If employee meets any of the criteria in this column, then their score will be a 1.</b></p> <p>Does not meet <b>Threshold</b> goal for specific enterprise patient centeredness goal (cascaded from leadership goal), or predetermined patient experience/key driver questions.</p> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>○ Received <b>TWO (2)</b> substantiated negative comments from patient via rounding, Press Ganey survey, leader rounds;</li> <li>○ Does not adhere to the principals of AIDET;</li> <li>○ Fails to demonstrate professionalism and respect;</li> <li>○ Does not perform and document hourly rounding based on organizational standard;</li> <li>○ Pattern behavior of negative tone and facial expression in interactions with peers, patients, colleagues, etc.;</li> <li>○ Does not communicate appropriately and/or thoroughly.</li> </ul>

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	<p>Meets <b>FIVE</b> (5) of the following:</p> <ul style="list-style-type: none"><li>○ Identify one area of improvement and/or change to better meet the needs of an underserved/underrepresented patient population (i.e. non-English speaking patient, use of dedicated fields in EPIC to document pronouns and preferred name of patients, dietary needs of patients during Ramadan, end-of-life care decisions among African American patients, peer support process for individuals subjected to inappropriate language/racial slurs, etc.). Must develop a unit plan to address the need;</li><li>○ Nursing specialty award recipient within past year;</li><li>○ 6 STARs, email recognition/get well network/thank you cards specifically related to patient care;</li><li>○ 1 STAR award related to patient care;</li><li>○ 3 acknowledgements/mention from patients on Press Ganey patient experience survey or leader rounds;</li><li>○ Daisy Award winner for past year; Multiple Daisy Award nominations for past year.</li></ul>			
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<p><b>Professional Development &amp; Competency</b></p>	<p>National Specialty Certification (outside of job requirement)</p> <p><b>OR</b></p> <p>Platinum/Gold on NPA</p> <p><b>OR</b></p> <p>Meets <b>EIGHT (8)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Precept new graduates or new RNs to work unit;</li> <li>○ Precept SNAPs, synthesis or other healthcare students;</li> <li>○ Active member of professional nursing organization;</li> <li>○ Hold an office at the regional, state, or national level in a professional nursing organization;</li> <li>○ Leadership in Training participant;</li> <li>○ Participant in unit/clinic/nursing enterprise committee or council;</li> <li>○ Chair or co-chair unit/clinic/nursing/enterprise council</li> <li>○ Journal article publication;</li> <li>○ Journal club participant;</li> <li>○ Journal club Facilitator/organizer;</li> <li>○ Leading a discussion on a DEI related topic (book or article on health equity, social justice, systemic bias, etc.);</li> <li>○ Serves as an Equity Ambassador for unit, clinic, division, or department;</li> <li>○ Formal poster and/or podium presentation;</li> <li>○ Completes Harvard Implicit Association Test (IAT) modules and has 1-2 action steps to address module findings.</li> </ul> <p><b>Population Health Only :</b> Lead an education session related to population health two (2) times per year.</p>	<p>Silver/Bronze on NPA</p> <p><b>OR</b></p> <p>Meets <b>FIVE (5)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Precept new graduates or new RNs to work unit;</li> <li>○ Precept SNAPs, synthesis or other healthcare students;</li> <li>○ Active member of professional nursing organization;</li> <li>○ Hold an office at the regional, state, or national level in a professional nursing organization;</li> <li>○ Leadership in Training participant;</li> <li>○ Participant in unit/clinic/nursing enterprise committee or council;</li> <li>○ Chair or co-chair unit/clinic/nursing/enterprise council</li> <li>○ Journal article publication;</li> <li>○ Journal club participant;</li> <li>○ Journal club Facilitator/organizer;</li> <li>○ Abstract for poster and/or podium presentation.</li> <li>○ Leading a discussion on a DEI related topic (book or article on health equity, social justice, systemic bias, etc.).</li> </ul> <p><b>Population Health Only :</b> Lead an education session related to population health one (1) time per year.</p>	<ul style="list-style-type: none"> <li>○ Completes <b>all</b> competencies by deadline and/or according to policy;</li> <li>○ Attends all unit/clinic specific meetings; mandatory educational sessions;</li> <li>○ Maintains mandatory license &amp; certifications required for specific position;</li> <li>○ Attends/completes nursing biannual sessions (2 per year).</li> <li>○ Assumes accountability for professional development</li> <li>○ Communicates concerns, feedback and ideas to the rest of the team;</li> <li>○ Demonstrates responsibility and dependability in performing work duties and can be relied on by other team members;</li> </ul>	<p><b>If employee meets any of the criteria in this column, then their score will be a 1.</b></p> <ul style="list-style-type: none"> <li>○ RN license not renewed per policy;</li> <li>○ Failed to complete competency requirements on time;</li> <li>○ Does not attend unit specific meetings, educational sessions or committee meetings as required;</li> <li>○ Does not attend/complete nursing biannual sessions (2 per year).</li> </ul>

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<p><b>Teamwork</b></p>	<p><b>Ambulatory RN only</b> – (may include additional shifts in requirements for this level).</p> <ul style="list-style-type: none"> <li>Works <b>SIX (6)</b> additional shifts for adjusts schedule and is flexible with schedule to meet work unit/enterprise needs.</li> </ul> <p><b>OR</b></p> <p>Meets <b>SIX (6)</b> of the following:</p> <ul style="list-style-type: none"> <li>Perfect Attendance (no absences fiscal year);</li> <li>Develops an atmosphere that is safe for all employees to ask for help;</li> <li>Regularly offers assistance in an area of strength to co-workers struggling in that area;</li> <li>Volunteer to take pull and work in an area other than home unit/POD;</li> <li>Recognize when peer needs assistance and helps to complete tasks to catch up in work;</li> <li>Once caught up with own tasks, actively looks for ways to help peers;</li> <li>Is flexible with scheduling to cover needs of work unit;</li> <li>6 STARS, email recognition/get well network/ thank you cards specifically related to peer support;</li> <li>1 STAR award related to peer support;</li> <li>Complete a minimum of 4 WBTs from myUK learning on diversity, equity, or inclusion plus completion of SAFE Pledge commitment.</li> </ul>	<p><b>Ambulatory RN only</b> - (may include additional shifts in requirements for this level).</p> <ul style="list-style-type: none"> <li>Works 3 additional shifts or adjusts schedule and is flexible with schedule to meet work unit/enterprise needs.</li> </ul> <p><b>OR</b></p> <p>Meets <b>FOUR (4)</b> of the following:</p> <ul style="list-style-type: none"> <li>Excellent Attendance (no more than 3 absences in fiscal year);</li> <li>Develops an atmosphere that is safe for all employees to ask for help;</li> <li>Regularly helps in an area of strength to co-workers struggling in that area;</li> <li>Volunteer to accept work in an area other than home unit; <ul style="list-style-type: none"> <li>Accepts assignment to service lines outside their unit/POD;</li> </ul> </li> <li>Recognize when peer needs assistance and helps to complete tasks to catch up in work;</li> <li>Once caught up with own tasks, actively looks for ways to help peers;</li> <li>Is flexible with scheduling to cover needs of work unit/POD;</li> <li>4 STARS, email recognition/get well network/ thank you cards specifically related to peer support;</li> <li>1 STAR award related to peer support.</li> <li>Complete a minimum of 2 WBTs from myUK learning on diversity, equity, or inclusion plus completion of SAFE Pledge commitment.</li> </ul>	<p><b>Ambulatory RN only</b> -</p> <ul style="list-style-type: none"> <li>Work is completed within scheduled hours;</li> <li>Reports to work on-time &amp; as scheduled;</li> <li>Resources are used appropriately (computer, supplies, equipment, personal calls).</li> </ul> <p><b>All RNs -</b></p> <ul style="list-style-type: none"> <li>Fosters and models interdisciplinary team collaboration &amp; cooperative relations;</li> <li>Demonstrate behaviors toward resolving conflict with all customers;</li> <li>Attitude is supportive;</li> <li>Demonstrates willingness to work effectively with colleagues at all levels to solve problems; <ul style="list-style-type: none"> <li>Communicates concerns, feedback and ideas to the rest of the team;</li> <li>Demonstrates responsibility and dependability in performing work duties and can be relied on by other team members.</li> </ul> </li> </ul>	<p><b>If employee meets any of the criteria in this column, then their score will be a 1.</b></p> <ul style="list-style-type: none"> <li>Inappropriate cell phone use;</li> <li>Inappropriate internet use;</li> <li>Multiple personal calls;</li> <li>Probation &amp;/or suspension related to attendance;</li> <li>Does not show any personal engagement in in satisfaction initiatives;</li> <li>Does not show any collaboration in an interdisciplinary team setting;</li> <li>Does not demonstrate behaviors to resolve conflict with others;</li> <li>Fails to work with others to achieve professional work environment;</li> <li>Shows lack of regard for the time of others;</li> <li>Display disruptive behavior that negatively affects patient care, education, research or other services performed by the individual or team;</li> <li>Does not actively participate in team meetings, fails to provide feedback and share own thoughts and ideas;</li> <li>Self-centered with approach to nursing tasks; rarely asks team members if they need assistance;</li> <li>Fails to provide a supportive environment for work unit such as gossiping, belittling or other behavior associated with horizontal violence.</li> </ul>

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Efficiency	<p>Meeting Unit-specific Enterprise Efficiency Max Goal (Cascade from Leadership Goal).</p> <p><b>OR</b></p> <p>Meets <b>FIVE</b> (5) of the following:</p> <ul style="list-style-type: none"> <li>○ Serves as a unit resource/charge nurse assisting co-workers in completing their work timely &amp; answers questions per protocol;</li> <li>○ Actively engages in opportunities to enhance throughput;</li> <li>○ Escalates staffing issues to MGR/HOA/DCN;</li> <li>○ Self-directed &amp; takes ownership of issues on work unit (places work orders/tags broken equipment);</li> <li>○ Works 6 extra shifts throughout the year;</li> <li>○ Consistently adjusts &amp; is flexible with schedule to accommodate unit;</li> <li>○ Superuser;</li> <li>○ Validator;</li> <li>○ 5 years or greater longevity on unit/clinic</li> </ul>	<p>Meeting Unit-specific Enterprise Efficiency Target Goal (Cascade from Leadership Goal).</p> <p><b>OR</b></p> <p>Meets <b>THREE</b> (3) of the following:</p> <ul style="list-style-type: none"> <li>○ Serves as unit resource/charge nurse assisting co-workers in completing their work timely, &amp; answers questions per protocol;</li> <li>○ Consistently engages in transfer process (in/out of unit) to facilitate timely transfers;</li> <li>○ Escalates staffing issues to MGR/HOA/DCN;</li> <li>○ Works 3 extra shifts throughout the year;</li> <li>○ Occasionally adjusts &amp; is flexible with schedule to accommodate unit;</li> <li>○ Super user;</li> <li>○ Validator.</li> <li>○ 5 years or greater longevity on unit/clinic</li> </ul>	<p>Meeting Unit-specific Enterprise Efficiency Threshold Goal (Cascade from Leadership Goal).</p> <p><b>OR</b></p> <p>Meets <b>all</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Improves own work flow based on standard work;</li> <li>○ Work is completed within scheduled hours;</li> <li>○ Resources are used appropriately i.e., supplies, equipment, personal calls, internet and staff;</li> <li>○ Reports to work on time and as scheduled;</li> </ul>	<p><b>If employee meets any of the criteria in this column, then their score will be a 1.</b></p> <ul style="list-style-type: none"> <li>○ Does not incorporate changes into their workflow;</li> <li>○ Consistently works past scheduled time to leave;</li> <li>○ Consistently uses overtime to complete work;</li> <li>○ Consistently fails to take a lunch requesting no meal.</li> <li>○ Received more than One (1) written warning, probation &amp;/Or suspension for any reason other than attendance.</li> </ul>

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<p><b>Education</b></p>	<p>Meets <b>TWO (2)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Develops and effectively communicates and shares educational materials with multidisciplinary team;</li> <li>○ Staying up-to-date on current best practices, evaluating need for change of existing policies and procedures, and educating/socializing of practice changes;</li> <li>○ Share information from in-services/lunch- and-learns/conferences/educational materials with staff.</li> </ul>	<p>Meets <b>ONE (1)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Develops and effectively communicates and shares educational materials with multidisciplinary team;</li> <li>○ Staying up-to-date on current best practices, evaluating need for change of existing policies and procedures, and educating/socializing of practice changes;</li> <li>○ Share information from in-services/lunch-and-learns/conferences/educational materials with staff.</li> </ul>	<ul style="list-style-type: none"> <li>○ Assess patient/caregiver educational needs. Takes into consideration barriers to care;</li> <li>○ Provides and reinforces appropriate education to patients and families about diagnosis and treatment options and compliance with plan of care per established treatment standards;</li> <li>○ Consistently documents appropriate interventions and education;</li> <li>○ Plan, design, and evaluate educational materials for patient population</li> </ul>	<p><b>If employee meets any of the criteria in this column, then their score will be a 1.</b></p> <ul style="list-style-type: none"> <li>○ Fails to assess educational needs of patient and caregiver</li> <li>○ Fails to provide appropriate education to patients and families per established treatment standards</li> <li>○ Fails to document education appropriately</li> <li>○ Does not participate in the plan, design, and evaluation of patient educational materials</li> </ul>

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<b>Coordination</b>	<p>Meets <b>THREE (3)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Facilitates or assists in facilitating 90% multidisciplinary conferences of current patient case management discussion;</li> <li>○ Facilitates or assists in 90% of team huddles for future planning;</li> <li>○ Consistently functions autonomously at the top of scope of licensure;</li> <li>○ Serves as content expert/resource to multidisciplinary team to direct patient care.</li> </ul>	<p>Meets <b>TWO (2)</b> of the following:</p> <ul style="list-style-type: none"> <li>○ Facilitates or assists in facilitating 90% multidisciplinary conferences of current patient case management discussion;</li> <li>○ Facilitates or assists in 90% of team huddles for future planning;</li> <li>○ Consistently functions autonomously at the top of scope of licensure;</li> <li>○ Serves as content expert/resource to multidisciplinary team to direct patient care.</li> </ul>	<ul style="list-style-type: none"> <li>○ Partner with patients, families, and interdisciplinary team and community agencies to provide well-coordinated, timely, compassionate and multidisciplinary care;</li> <li>○ Acts as a liaison with patient population in order to match patient clinical needs to program/procedural offerings;</li> <li>○ Work across health care disciplines to assist in coordinating patient tests, procedures, appointments and treatments;</li> <li>○ Participate in hands on care delivery if situation warrants.</li> <li>○ Systematically assesses clinical quality and practice patterns and monitors to ensure compliance with clinical standards, protocols and inherent processes;</li> <li>○ Leads the development of routine quality and safety reports, ensuring that data is timely, accurate and transparent to all users;</li> <li>○ Designs, educates, and facilitates clinical process improvement approaches, using lean principles and clinical knowledge;</li> <li>○ Maintains and trends patient population specific data and communicates to team;</li> </ul> <p>Establishes a nurse/patient therapeutic relationship considering the special needs of the patient and family by supporting patients throughout the healthcare process, from detection to treatment and beyond.</p>	<p><b>If employee meets any of the criteria in this column, then their score will be a 1.</b></p> <ul style="list-style-type: none"> <li>○ Does not partner with patients, families, and interdisciplinary team and community agencies to provide well-coordinated, timely, compassionate and multidisciplinary care;</li> <li>○ Fails to act as liaison between patients and program;</li> </ul>

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\*Recommendation is that all PE evaluations start from right column (does not meet expectations) to left (consistently exceeds).

MJR	4 Consistently Exceeds	3 Occasionally Exceeds	2 Meets Expectations	1 Does Not Meet Expectations
<b>Personnel and Resource Management</b>	Meets <b>FOUR (4)</b> of the following: <ul style="list-style-type: none"> <li>○ Serves as validator for annual competency of clinical skills.</li> <li>○ Precepts new nursing staff.</li> <li>○ Routinely holds staff huddles or team meetings.</li> <li>○ Manages time-off requests of staff while ensuring adequate staffing coverage.</li> <li>○ Increases Safety Index for direct staff in the annual employee engagement survey.</li> <li>○ Working additional shifts as needed to cover vacancies.</li> </ul>	Meets <b>THREE (3)</b> of the following: <ul style="list-style-type: none"> <li>○ Serves as validator for annual competency of clinical skills.</li> <li>○ Precepts new nursing staff.</li> <li>○ Routinely holds staff huddles or team meetings.</li> <li>○ Manages time-off requests of staff while ensuring adequate staffing coverage.</li> <li>○ Increases Safety Index for direct staff in the annual employee engagement survey.</li> <li>○ Working additional shifts as needed to cover vacancies.</li> </ul>	<ul style="list-style-type: none"> <li>○ Determines priorities of care based upon acuity and volume.</li> <li>○ Determines daily staffing needs to ensure optimal coverage.</li> <li>○ Tracks performance metrics and room utilization.</li> <li>○ Delegates effectively and responsibly to others based upon license and certifications.</li> <li>○ Facilitates a flow of information among staff and establishing effective communication with huddles and team meetings.</li> <li>○ Creating an environment conducive to open expression of ideas and facilitating an environment of just culture.</li> </ul> Manages the day to day operations of clinic with assessing and evaluating the clinical environment.	<b>If employee meets any of the criteria in this column, then their score will be a 1.</b> <ul style="list-style-type: none"> <li>○ Fails to utilize acuity and volume when determining priorities of care.</li> <li>○ Does not establish appropriate staffing needs allowing consistent gaps in coverage.</li> <li>○ Consistently fails to monitor performance metrics.</li> <li>○ Consistent inefficient room utilization.</li> <li>○ Fails to delegate responsibility and tasks appropriately, dependent upon staff license and certifications.</li> <li>○ Fails to communicate effectively with staff.</li> <li>○ Impeding the open expression of ideas.</li> </ul>