PERIANESTHESIA PERFORMANCE EVALUATION TOOL FOR NURSE LEADERS

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Nurse leaders struggle to adequately evaluate frontline staff performance because their work frequently removes them from the patient care setting and the opportunity to observe staff in bedside practice. Desiring an evaluation format that would more accurately reflect actual performance levels, we developed a tool to collect peer feedback in six categories: professionalism, teamwork, knowledge/competence, customer service, communication, and quality/safety. Based on the Studer Group's High-Middle-Low performance grid, these categories were further divided into three to four areas of focus, specific for each PeriAnesthesia unit.

Evaluations were completed by two charge nurses, an anonymous team member, and staff self-evaluation. Data was collected on 21 performance items and a numerical score resulted for each item. The final scores for each staff member provided clear information on areas of strength and opportunity. Individual performance results were also compared to the unit average for each item.

The resulting data allowed the nurse leader and staff member to develop an individualized action plan that would guide them in raising their performance levels as well as improve overall unit practice. The new evaluation tool was well received by staff, who felt it provided more accurate and specific feedback as well as clearly defining expectations for each performance level in the six categories. An additional benefit is the acquisition of objective data that identifies issues which need a process improvement action plan for the entire unit. This performance tool can also be easily revised to reflect on-going opportunities for change and new areas of focus.