Evaluating RN Performance: Rewarding *What Employees Deserve and What Matters Most*

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**Objectives**

Upon completion, the participant will be able to:

1. Discuss the various standards included in an example of an employee’s performance evaluation.
2. Discuss challenges of the perianesthesia nurse and nurse manager in achieving the required quality measurements and overall HCAHPS results that impacts the unit’s overall performance.
3. Discuss intrinsic and extrinsic factors that will make a difference on what the employees deserve most which affects the RN overall performance.

**Outline**

I. Standards included in Employee’s Performance Evaluation

II. Challenges and opportunities of the Quality Measurements and overall HCAHPS results:
   A. Clinical Practice
   B. Core Measures
   C. HCAHPS
   D. Performance standards
   E. TJC/DNV Standards
   F. Other Performance Improvement
III. Intrinsic and Extrinsic factors
   A. Reward and recognition
   B. Higher education
   C. Certification
   D. Salary bonus
   E. Bonus base of quality and patient satisfaction
   F. Vacation days
   G. Scheduling

IV. Factors affecting staff performance
   A. Patient demands
      a. Staffing ratios
      b. Turnover of patients
   B. Environmental factors

V. Recommendations

VI. Questions and Answers