Performance Evaluation Process-Self-evaluation with Peer Input

The process of annual evaluation is a professional and contractual obligation. All parties are accountable for following this process and ensuring timely review. The evaluation process is supportive of professional growth and development of all parties to ensure quality patient care and optimal outcomes.

Upon receiving notification of the annual evaluation, the employee has three weeks to complete the self-evaluation (including peer feedback) process. The self-evaluation is to be submitted electronically to the manager/designee after including a summary of the peer feedback received. If materials are not submitted within two weeks of the due date, the manager may proceed with completing the evaluation process.

Peer Review Process

1. The nurse will select and request a minimum of 3 peers to perform peer review.
   - Those selected must be educated in the peer review process. At least one peer must be an RN.
   - Each nurse will be asked to evaluate the person on 1-2 selected domains, so that all five domains are reviewed by peers.
   - The RN will send the peers the feedback tool electronically, identifying the specific domain(s) for completion. The domains are identified by tabs on the bottom of the tool.
   - The Clinical Skills and Knowledge domain must be completed by an RN.

2. The peers selected will use the current Per Diem Peer Input tool for the RN requesting their feedback. They will complete the feedback tool:
   - Peers should indicate the appropriate behavioral level. Peer reviewers would be encouraged to support their views with concrete examples on the right hand side of the page.
   - Peers should return the completed feedback electronically to the nurse being evaluated and to the manager/designee within 7 days

Self-Evaluation Process

1. The nurse will complete the appropriate self-evaluation and submit electronically to the manager or designee.
2. The nurse will consider the input provided by the peer evaluation(s) when completing their self-evaluation and will summarize the peer feedback on the performance review form in the Required Feedback Section.
3. Supportive responses for behaviors will be included in the summary section(s).

Manager Process

1. The manager will review the peer review form, peer summary and self-evaluation and then complete the manager section of the evaluation form within the annual evaluation month of the nurse.
   a. The manager will utilize peer and self-evaluations as well as own knowledge of employee performance in determining ratings on the Performance Planning and Evaluation form.
   b. Supportive responses for behaviors will be included in the summary section(s) including rational for other than “meets expectations”.
   c. Arrange an appointment to meet with the nurse.
   d. Sending the completed evaluation to the nurse electronically for review prior to the meeting will allow conversation to be focused on goals. Note: Any area of the evaluation the employee or manager would like to discuss more in-depth will also occur during the meeting.
2. The Peer Review forms will be returned to the nurse following the performance evaluation process and a copy of the completed Performance Plan/Evaluation will be given to the nurse.
# UMHS STRATEGIC PRINCIPLES
1. Integration, Collaboration, Teamwork
2. Innovation, Adaptation and Prioritization
3. Growth and Investment
4. Taking Care of Our Own
5. Cultural Competency
6. High Value and Fiscal Soundness
7. Integrity and Trust

# UMHHC GOALS & OBJECTIVES
1. Service
2. Financial Health
3. Quality Care
4. Academic Support
5. People
6. Community Health

Refer to website for goals and objectives information
http://www.med.umich.edu/i/exec/umhsgoals/

## Staff Performance Planning and Evaluation

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### UMHHC Performance Expectations For All Employees (Click for Domain Behavior Descriptions)

- **Customer Focus:** Relates work and job purpose to UMHHC mission and commitment to putting patients and families first.
- **Teamwork:** Interacts effectively and builds respectful relationships within and between units and among individuals.
- **Communication:** Communicates effectively in ways that enhance productivity and build respectful relationships. Demonstrates active listening, written, verbal, and information technology skills. Shares relevant information.
- **Conflict Resolution:** Seeks constructive approaches to resolving workplace issues.
- **Integrity:** Adheres to high standards of personal and professional conduct.
- **Adapting to Change:** Responds positively to change, showing willingness to learn new ways to accomplish work.
- **Respect for Individuals:** Fosters mutual respect and supports UMHS commitment to diversity. Promotes community building and diversity initiatives that help employees learn and respect each other’s differences.
- **Safety:** Contributes to a safe and secure environment for patients, visitors, faculty, and staff by following established procedures and protocols as appropriate by job function.
- **Quality:** Adopts practices to improve work processes, enhance customer satisfaction and ensure excellence in daily work.
- **Efficiency:** Accomplishes work in ways that maximize productivity and available resources while minimizing waste.
- **Attendance.**

## SUMMARY OF UMHHC PERFORMANCE BEHAVIORS (includes supporting comments and areas requiring further development)

### Self:

### Manager:

## PLEASE TYPE OR PRINT INFORMATION

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Revised 8/25/14 Performance Subgroup/IT Leadership Approved 7/10/14
THE UNIVERSITY OF MICHIGAN HEALTH SYSTEM
University of Michigan Hospitals and Health Centers
Staff Performance Planning and Evaluation

UMHHC Job Specific Performance Expectations (Click for Domain Behavior Descriptions)

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CLINICAL SKILLS AND KNOWLEDGE

- Performs assessment and identifies appropriate nursing diagnosis and/or patient care standard with assistance.
- Recognizes data and identifies obvious nursing diagnoses.
- Practice is guided primarily by policies, procedures, and standards.
- Identifies expected outcomes and nursing interventions to meet identified diagnosis and maintain standards of clinical practice.
- Evaluates patients based on basic standards.
- Utilizes standard unit technology and with assistance uses advanced technology as appropriate.
- Utilizes computer correctly for basic functions, including, MiChart, Outlook (labs and radiology results reporting), Omnicell, mandatory program/competencies and policies and procedure.
- With assistance, identifies basic patient/family learning needs.
- Initiates teaching using patient teaching protocols, patient care standards and critical paths.
- Utilizes patient education resources on the unit.
- Identifies location of and utilizes hospital policies and unit procedures and protocols.
- Adheres to hospital policies related to medication safety, including order writing conventions, correct administration considerations, double checks, and other established policies and practices.
- Familiar with and follows standards related to patient and staff safety.
- Admission assessment, flow sheets, MAR’s, and other applicable documentation forms are completed in a timely manner according to policy with minimal guidance.

THERAPEUTIC RELATIONSHIPS

- Possesses clarity on one’s own values and how they effect interactions, relationships and boundary setting.
- Individualizes communication based on assessment of the patients and families.
- Incorporates patient/family in planning and implementing care.
- Demonstrates empathy in interactions with patients/families.
- Mobilizes appropriate resources in response to situations that have the potential to negatively impact patient/family outcomes.
- Recognizes ethical issues and seeks assistance in addressing them.
- Seeks to learn about and optimize the unique contribution inherent in the diversity and culture of each individual.
- Initiates, recognizes and values professional collaborative communication and the positive effect on patient outcomes.
- Identifies and utilizes collaborative resources.
- Monitors referrals.
- Functions as an independent and supportive team member, provides assistance to others.
- Demonstrates empathy and compassion in interactions with team members.
- Approaches conflict situations in a constructive manner.
- Seeks to learn about and optimize the unique contribution inherent in the diversity and culture of each individual on the health care team.
- Readily able to delegate to UAP according to the 5 Rights of Delegation.
- Facilitates continuity of care and nursing work flow through nurse to nurse delegation.
UMHHC Job Specific Performance Expectations (Click for Domain Behavior Descriptions)

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**PROFESSIONAL RELATIONSHIPS**

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**PROFESSIONAL DEVELOPMENT**

- Sets goals for knowledge/skill enhancement within the practice setting.
- Seeks out additional learning experiences within practice area:
  - unit specific certifications
  - consultation with experts
  - in-services/rounds
  - collaborating with multidisciplinary team
- Participates in peer feedback.
- Expands knowledge of the process: formal training relevant to clinical performance.
- Contributes to others knowledge and skill development in practice setting.
- May act as a preceptor of new and present staff when applicable.
- Utilizes own knowledge/skills to improve professional development environment on the unit

**ADVANCING PRACTICE THROUGH INNOVATION & RESEARCH**

- Demonstrates an awareness of current literature in area of practice.
- Identifies individual patient problems which require investigation.
- Participates in unit/area based research as appropriate.
- Identifies areas for creative improvement in practice setting and seeks out resources and avenues to address them.

**Overall Summary of UMHHC Performance Expectations and Individual Domains**

Identify the individual areas of strengths and opportunities for improvement within the domains (Includes supporting comments and areas requiring further development)

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Revised 8/25/14 Performance Subgroup II: Leadership Approved 7/10/14
THE UNIVERSITY OF MICHIGAN HEALTH SYSTEM
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Manager:

Previous Year’s Learning and Self-Development Plan Assessment.
Sources: M-Learning system transcript and other sources for specific courses and activities completed towards goal achievement and or professional growth and development. http://mlearning.med.umich.edu/, List supporting comments and areas requiring further development below. Include last year’s evaluation goals.

Competency / Mandatory Requirement Summary – See M-Learning link http://mlearning.med.umich.edu/ to obtain transcript. Required mandatories include: Fire/Safety, Corporate Compliance, Unit Critical Incident Plan, and Patient Safety. Refer to blue folder competency tab for competencies not included in M-Learning.

Annual Plan; The Learning, Self-Development and Improvement Plan is used to set personal and professional goals which contribute to the staff member’s growth and development. Time frames should be stated with all staff development goals.

1. Growth Area:
• Outcome:
• Action:
• Evaluation:
• Comments:

2. Growth Area:
• Outcome:
• Action:
• Evaluation:

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Revised 8/28/14 Performance Subgroup IT-Leadership Approved 3/10/14
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### REQUIRED FEEDBACK
- UMHS Peer Feedback tool – all 5 domains (Clinical Skills and Knowledge domain must be completed by RN), a minimum of 3 – [Refer to instructions](http://www.med.umich.edu/mchrd/policy/performance/Overall%20Rating%20Guidelines.pdf)

Additional sources of peer/customer feedback may include:
- Patient satisfaction survey results
- 360 Feedback results
- Employee Recognition received e.g. Making a Difference
- Written feedback (i.e. emails) regarding the individuals performance

**Employee’s Summary of Peer feedback received:**

**Additional Feedback:**

**Employee Comments**: (Optional)

### Overall Evaluation Summary Statement - Manager

Guidelines for the overall performance ratings go to (form must be unlocked to use links)

[better link](http://www.med.umich.edu/mchrd/policy/performance/Overall%20Rating%20Guidelines.pdf)

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**Overall Performance Rating**

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If “N” or “A” used in the overall rating, check problem area(s) listed below. Identify any action plans for UMHHC performance expectations, job specific, or self development areas not listed above.

- [ ] Job Specific
- [ ] Customer Service
- [ ] Communication
- [ ] Effective team / group work
- [ ] Other:

**Action Plan:**

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Code of Conduct Attestation located in M-Learning