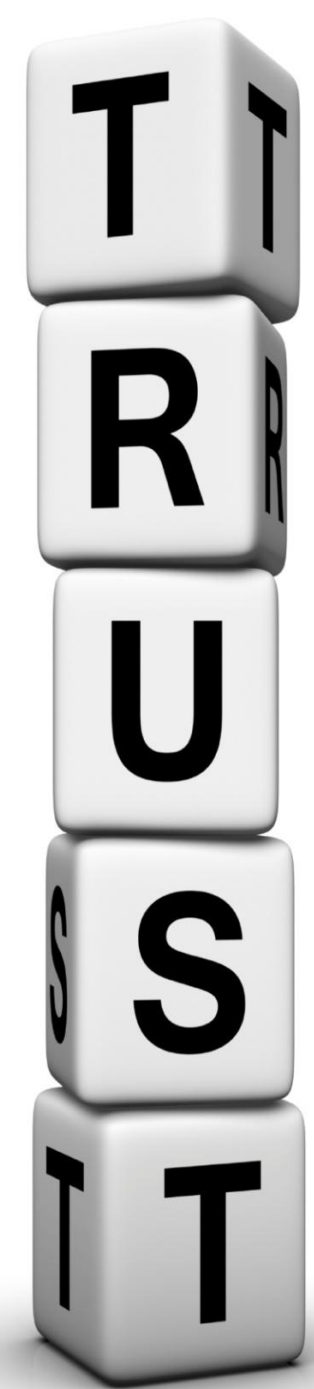


Poor Performance: Best Practices for Addressing and Resolving RN Performance Gaps

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Reasons to address performance gaps



According to the annual Gallup survey on professions, nurses consistently receive top accolades for honesty and ethical standards from people across America.

Clearly the public trusts nurses.

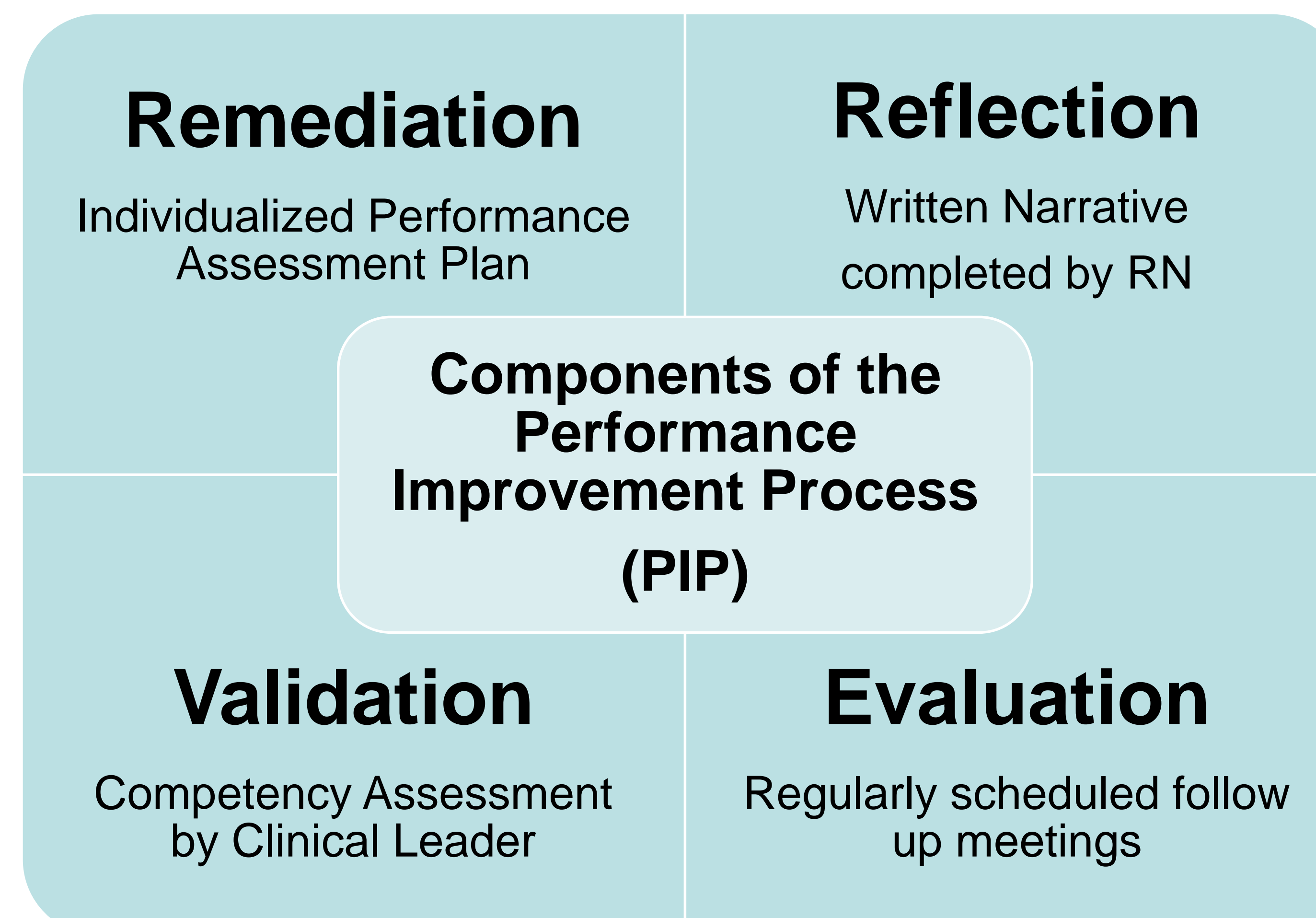
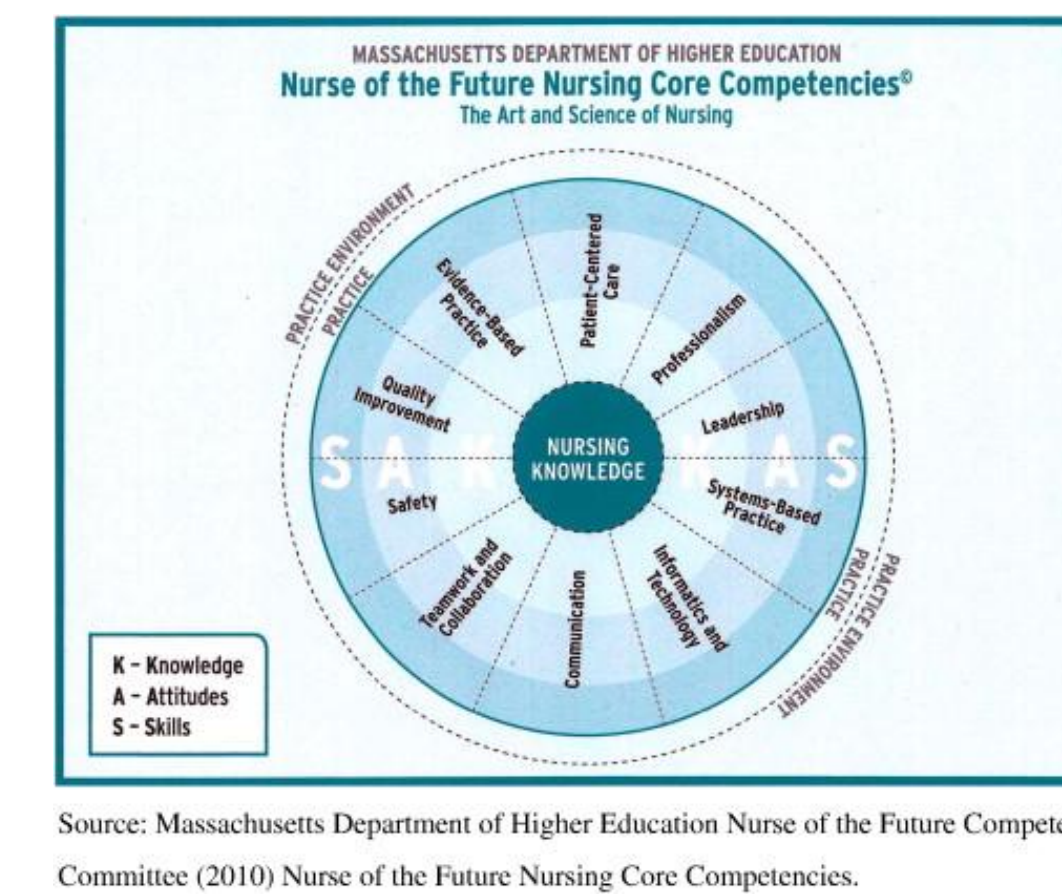
What is the role of the health care institution in ensuring that this trust is preserved?

Potential consequences of not addressing poor performance

- ★ Culture of safety is negatively impacted
- ★ Standards of nursing practice erode
- ★ Professional development needs of the RN are neglected or seemingly dismissed
- ★ Organizational mission and goals are not consistently met

Framing a successful, comprehensive and individualized performance improvement process (PIP)

- Step 1:** Identify and involve key stakeholders (Nurse Directors, Clinical Leaders, Educators, RN)
- Step 2:** Work collaboratively with nursing leadership to define competency
- Step 3:** Align the definition with the Massachusetts Department of Higher Education "Nurse of the Future Core Competency Framework"
- Step 4:** Establish eligibility criteria for PIP utilization
- Step 5:** Develop and implement an individualized PIP



Relevance to Practice

- ★ Applicable across all practice areas and in a wide variety of health care settings
- ★ Useful to address performance concerns across the experience continuum from entry into practice to the experienced RN

Data Analysis

Performance Improvement Process (PIP)					
Data 2007 – 2012					
Year	# of PIP's Inpatient Areas	# of PIP's Outpatient Areas (PACU, OR, ED, Infusion Center)	Successfully Completed PIP	Voluntary Resignation	Sustained Improvement
2007	2	0	0	2	0
2008	3	0	1	2	1
2009	3	2	5	0	5
2010	5	0	4	1	4
2011	5	4	8	1	7
Totals	18	6	18	6	17
2012	3	4	6	1	Pending

Two Distinct Outcomes from the PIP

1. Successful completion
 - ★ The RN successfully completes the goals and objectives of the individualized plan
 - ★ Performance improvement is sustained
2. Voluntary resignation
 - ★ The RN recognizes the benefit of voluntary resignation