

UAMS MEDICAL CENTER

CLINICAL PROGRAMS PERFORMANCE APPRAISAL

(Job Title) CLINICAL NURSE SPECIALIST (CNS)

KEY:	V=Verbal
S=Self	PR=PeerReview
E=Evaluator	D=Demo
PT=Posttest	CEU=

I. GUEST RELATIONS	SELF	Evaluator	PT	V	PR	D	CEU
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Adheres to UAMS Guest Care Guidelines							
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<http://www.uams.edu/uh/policy/humanresources/hr103.htm>

Uses appropriate communication (written & verbal)							
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*Uses line of authority when communicating information/problems involving patients/staff. *Communicates accurate and complete information. *Listens and initiates feedback to ensure effective communication. *Ventilates frustrations in appropriate time, place and manner. *Practices discretion (confidentiality) in information shared with patients & peers.

Availability/Responsiveness							
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*Adheres to department attendance standards by: Observed assigned work hours, reports promptly to duty notifying department of scheduled, unscheduled absences and tardiness per policy. Responds to staffing needs of unit.

Respectful of others (Patients, visitors and staff)							
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*Respects patient's privacy and confidentiality. *Treat patients and visitors with care, compassion and dignity. *Promote positive image of University Hospital. *Assist other staff members in completing job assignments. *Being cooperative and pleasant to co-workers. *Respond to co-workers needs

Takes proactive approach toward customers							
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*Shows courtesy toward visitors by being pleasant and helpful on the telephone or in person (introducing self, making eye contact and calling others by name). *Assist patients and visitors with information and/or solutions to problems. *Helping or offering assistance to patients, visitors and staff who look confused.

GUEST RELATIONS SCORE	0	0					
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COMMENTS:

II. SAFETY AND EMERGENCY PREPAREDNESS	SELF	Evaluator	PT	V	PR	D	CEU
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Adheres to UAMS patient safety plan (Follows policy)							
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<http://www.uams.edu/uh/policy/administration/a406.htm>

Complies with safety instructions							
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*Adheres to safety standards related to equipment and electrical safety, infection control and OSHA requirements. *Knowledgeable regarding role in emergency codes and procedures. *Completes all mandatory competency requirements annually.

Observes safe work practices							
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*Assumes responsibility for personal safety by using proper body mechanics, universal precautions and proper handling of hazardous materials. *Responds in emergency situations.

Provides input on safety issues							
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Promotes a safe work environment							
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*Intervenes in unsafe situations by taking action. *Documents in PSN system.

SAFETY AND EMERGENCY PREPAREDNESS SCORE	0	0					
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COMMENTS:

III. INSTITUTIONAL/PROFESSIONAL STANDARDS	SELF	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
Adheres to UAMS Code of Conduct (Follows policy) http://www.uams.edu/adminguide/win04401.html							
Adheres to Clinical Programs and Department Policies http://www.uams.edu/us/policy/pp-toc.htm							
Adheres to Clinical Program and Departmental dress code standards http://www.uams.edu/uh/policy/humanresources/hr204.htm *Complies with dress code policy including wearing UAMS ID badge and demonstrates a professional image in appearance.							
Works effectively with team/work groups and others to fulfill UAMS mission *Serves as resource person to support department members in performance of duties.							
Adopts practices to improve work processes, enhance guest satisfaction and reduce wastes and costs *Notifies appropriate staff members of problems requiring prompt intervention. *Identifies and reports areas where cost effectiveness can be implemented within the department. *Utilizes department supplies, equipment and services appropriately.							
Protects confidential information *Adheres to UAMS policy in managing all communications and handling of health care records to prevent improper disclosure and to protect patient confidentiality. *Protects health information that is used/disclosed in any form (electronic, paper or oral) in practice.							
INSTITUTIONAL/PROFESSIONAL STANDARDS SCORE	0	0					
COMMENTS:							

IV. PROCESS IMPROVEMENT	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
Participates in ongoing hospital performance assessment and process improvement. http://www.uams.edu/UH/policy/administration/a601.htm							
Ensures continuing department performance assessment and process improvement.							
Evaluates elements of clinical practice within a given population/department and identifies opportunity for growth							
Effectively leads integration of initiatives within clinical practice							
Creates work processes to enhance customer satisfaction and reduce waste							
Evaluates effectiveness of best practice initiatives on department/UAMS system outcomes							
PROCESS IMPROVEMENT SCORE	0	0					
Comments:							

V. PERFORMS ROLE OF CLINICAL NURSE SPECIALIST (CNS)	Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
	V.1 PERFORMS ROLE WITHIN SCOPE OF PRACTICE						
*Performs job requirements based on current standards of care and research for advanced practice within a given population/department							
*Performs in an independent and self-directed fashion							
COMMENTS:							
V.2 DEMONSTRATES COMMITMENT TO THE SERVICE MANAGEMENT MISSION OF THE HOSPITAL							
*Provides documentation of Leadership Competencies							
COMMENTS:							
V. 3 DEMONSTRATES SUPPORT FOR EDUCATIONAL MISSION							
*Serves as a resource for students							
*Collaborates with CSM and Staff Education Department for staff development and educational needs.							
*Serves as a preceptor for newly appointed CNS's when requested							
COMMENTS:							
V.4 ACTS AS A RESOURCE/SUPPORT TO OTHERS IN PERFORMANCE OF DUTIES							
*Serves as a resource/mentor for staff/peers for professional development							
*Serves as a resource for preceptors							
*Mentors best practice and advanced skills with appropriate staff							
*Serves as a clinical resource to interdisciplinary leadership team							
*Provides feedback to CSM regarding staff's clinical performance							
*Participates in the evaluation and review of new products and equipment pertinent to area of specialty							
COMMENTS:							
V.5 USES AN INTERDISCIPLINARY APPROACH TO ACCOMPLISH GOALS AND OBJECTIVES							
*Collaborates and communicates with the interdisciplinary team in the development of best practice initiatives, integrating current literature and benchmark information to optimize patient and health care system outcomes							
*Responsible for assurance of quality care in collaboration with CSM, nursing staff, and the disciplines appropriate to specific population/department							
*Develops and plans initiatives within a given department utilizing an interdisciplinary team process							
COMMENTS:							

V. PERFORMS ROLE OF CLINICAL NURSE SPECIALIST (CNS)								Posttest	Verbal	PeerReview	Demo	CEU		
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V.6 DEMONSTRATES COMMITMENT TO PROFESSIONAL NURSING AND PARTICIPATES IN ORGANIZATIONAL ACTIVITIES/INITIATIVES														
*Establishes long and short term goals within a specific population/department that are aligned with Clinical Programs' objectives														
*Creates an action plan to achieve goals and objectives														
*Actively participates in committees/taskforces pertinent to assigned population/department/projects and initiatives														
COMMENTS:														
V.7 SERVES AS A CLINICAL EXPERT/RESOURCE														
*Participates in setting and monitoring standards of practice that meet or exceed those of accrediting bodies and organizations														
*Serves as a content expert for development of new standards and best practice initiatives														
*Collaborates with health care team to streamline care throughout assigned population/department														
*Uses advanced skills and in-depth clinical knowledge in a highly independent manner to assess, plan, implement, and evaluate nursing care														
*Demonstrates advance clinical knowledge for area of specialty														
*Actively intervenes with complex/high risk patients within area of specialty														
*Promotes patient self-managements through education and appropriate referrals														
*Participates in comprehensive discharge planning for high-risk/complex patients														
*Monitors patient response of complex/high risk patients and alters plan as appropriate														
*Consultant in care planning for patient referrals in complex needs/situations														
COMMENTS:														
V. 8 OTHER PROFESSIONAL ACTIVITIES														
*Disseminates advance clinical knowledge and findings through presentations and/or publications at local, regional, or national levels														
*Participates in community and/or professional organizations as appropriate														
*Actively participates in nursing organizations pertinent to area of specialty														
*Independently seeks knowledge appropriate to maintaining advanced level of practice														
*Effectively participates in management and implementation of projects as appropriate within a department/UAMS														
COMMENTS:														

V. PERFORMS ROLE OF CLINICAL NURSE SPECIALIST (CNS)		Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
V.9 PARTICIPATES IN THE RESEARCH PROCESS								
*Utilizes and/or participates in research assigned to population/department as a basis for clinical initiatives								
*Shares current research findings with interdisciplinary and leadership team members								
*Participates in ongoing nursing and collaborative clinical research to improve patient and health care system outcomes based on identified practice issues and opportunities								
PERFORMS ROLE OF CLINICAL NURSE SPECIALIST (CNS) SCORE		0	0					
COMMENTS:								
VI. PROFESSIONAL GROWTH		Self	Evaluator	Posttest PT	Verbal V	PeerReview PR	Demo D	CEU CEU
Criteria attached								
Participates in continuing education								
Participates in professional/institutional advancement								
Completes 8 hours of continuing education per year per policy								
Initiates opportunities to increase knowledge in specialty area of clinical practice and in new techniques and equipment related to area of expertise								
Completes 48 hours annually of staff development activity								
Completes one of the following in a 12-month evaluation period								
1. Presents at a specialty related conference								
2. Submits article for publication								
3. Attends national meeting								
4. Completes certification or re-certification								
PROFESSIONAL GROWTH SCORE		0	0					
COMMENTS:								
Employee Comments:								
Evaluators Comments:								