

Performance Evaluation



FY2018 Staff Perf Eval (6/28/18)

From 10/1/17 to 9/30/18

Employee: ASHLEY Ann FULLER	Manager: JARROD P TRULL
ID: 191019	Department: N/A
Organization: SSRS RESOURCE TEAM (1998730)	Job Title: REGISTERED NURSE
Business Unit: Scripps Mercy San Diego Business Objs	Job Level: Staff

Overview

Status: Closed	Definition Title: Performance Evaluation
Step: N/A	Definition Code: 2018_Staff_Evaluation_20180625
Step Due Date: N/A	Author: JO-EL L. HARTMAN
	Author ID: 124619
	Author Job Title: DIR, SSRS

Employee's self-assessment

Hello Jo-EI! I look forward to meeting you within the next couple of months! My comments are fairly lengthy in each section, I apologize, I just wanted to be thorough! :)

Talk to you soon!

Ashley A. Fuller RN

Acknowledgement Comments

ok

Performance

Accountability

Successful employees are reliable, responsible, and hold themselves and others accountable for meeting commitments and performance standards. They support Scripps' Mission, Vision and Values and understand their role in the organization and the importance of working as a team to ensure success in meeting our goals. Employees are evaluated on how well they:

- * Hold self and others accountable to Scripps Service Standards.
- * Maintain a positive attitude, willingly accept job responsibilities, and exhibit ownership of tasks, processes, and objectives.
- * Use sound judgment and readily seek the consult of others, as needed.
- * Accept responsibility for their behaviors and actions and do not assign blame or make excuses

*Employee's self-assessment

Rating

Often Demonstrated

For this review period, I asked the managers on the two floors that I have worked on to give me some feedback. I just learned about this feature and I was super excited to use this feature because everybody has room to grow and better themselves (everyone also likes hearing about how well we do things). When I was on 4North at Green, the unit was so incredibly busy and at times I knew I would become overwhelmed and frustrated, especially during day shift, and would be hesitant to take admissions because I felt that I was too overwhelmed to take a 5th patient. I eventually realized that I was doing this frequently and I know that can be stressful for other staff who were also overwhelmed and now being asked to take what was supposed to be my admission and stressful for the charge nurse who was receiving pressure to place patients quickly. I did charge in my previous job, I remember how frustrated I would be when nurses would resist admissions. This was reinforced when Carolyn, a supervisor on 4North, gave me some feedback:

"One of the things that she can improve on is during the day shift, she could get overwhelmed even though you had faith in her that she could manage. With this, you felt her hesitation with accepting admits."

So when I realized this behavior, I decided I needed to change it. I needed to realize that I will sometimes not get every single thing done in 12 hours and I CAN lean on my coworkers on the next shift to follow through with my incomplete tasks just as I do for them when they need me to. I found that rarely would I ever have a nurse get mad at me or give me a hard time for asking them to follow through with a task I could not complete. I realized that becoming overwhelmed hindered me more than anything. I stopped being so hesitant to take admissions, even offering to take admissions from nurses who were obviously overwhelmed. When the charge approaches me and says "I have an admission for you," I just say "Ok! What is their name?" By realizing, taking this feedback to heart, and holding myself accountable for my own negative behavior, I have noticed that the charges and even my fellow coworkers appreciate that I willingly accept my admissions without becoming truly overwhelmed.

*Manager's evaluation

Rating

Consistently Demonstrated

As noted, Ashley is accountable for her actions and is responsible to her department, her patients, and the units she serves. She is willing to adjust her behaviors and actions when needed to better support those she serves. She is reliable with her scheduling, attendance and reports to work on time consistently.

Compliance

The Compliance Program and related activities are designed to support Scripps' Values, Mission and Standards of Conduct. Employees are expected to support departmental, business unit and system-wide requirements for compliance with Scripps policies, regulatory and accreditation-related programs, and quality/performance improvement efforts to ensure safe, quality healthcare is practiced. Employees are evaluated on how well they:

- * Perform all job responsibilities within the position's scope of practice.
- * Adhere to Scripps Health policies and procedures.
- * Report suspected non-compliance or violations.
- * Protect patients' privacy by following department specific procedures for accessing and handling patient information and applying appropriate privacy and information security safeguards.
- * Successfully complete annual competency requirements to support accreditation and licensure requirements and applicable mandatory compliance-related training and education in a timely manner.

*Employee's self-assessment

Rating

Often Demonstrated

Going to all the Scripps Hospitals, sometimes it is difficult to keep up with which hospitals have which policies specific to their hospital. Even policies that vary from unit to unit, this was especially seen when I would get floated to the various units at Green, each floor seemed to have their own way of doing things or their own charting requirements that I would need to adapt to. After nearly three years, I have pretty well perfected the policy search and who I can refer to for hospital/unit specific policies. I have completed multiple, multiple occurrence reports for various reasons that I hope have brought light to some problems. And I have completed my BLS/ACLS renewal in a very timely manner. I have made a conscious effort to complete all my education and other various requirements, such as FIT testing and safe patient movement, in a timely manner and as early as possible. I actively participate in unit huddles and give feedback on the different projects each unit is working on.

*Manager's evaluation

Rating

Often Demonstrated

Ashley is compliant in the service she provides. As she works across the system in the MS/ Tele units I would encourage her to continue to review standards of practice and policies as needed to deliver excellent patient care. Ashley remains up to date with her e-learning and annual POCT.

Excellence

For employees to be successful in their role, they must perform at the highest level of excellence with the patient at the center. Employees are most effective when they are knowledgeable in current methods, techniques and skills required for their position and related functions. Employees are evaluated on how well they:

- * Are highly engaged in the performance of the position responsibilities and objectives.
- * Expertly performs the job and carries out assignments with a high level of accuracy.
- * Follow established procedures, methods, facts, and information related to position assignments.
- * Plan, organize, and prioritize the workload in a timely and efficient manner, meeting established deadlines, expectations and results.

*Employee's self-assessment

Rating

Often Demonstrated

My care is always patient centered and I take great care in ensuring I provide excellent, compassionate, and accurate care. This year I was able to participate in the CVSUs skills event, this allowed me an opportunity to learn more about LVADs, the new tracelet, and external pacemakers and develop my skills to become more comfortable with these tools (well, with the LVAD, I at least know ABOUT them and the various alarms so I can respond if I hear their specific beeping in the hallways/nurses station. I have been actively working on not getting flustered or overwhelmed because I feel that I will be unable to finish all my tasks at hand so as not to upset the next shift and since at least February, there have only been a couple times that I have left late due to the need to finish tasks due to a critical event at shift change or something around shift change that required me to thoroughly chart, but I have made a conscious effort to be ready for report at 0700 and to accept that it is okay to ask the oncoming nurse to follow up on something (i.e. admit around 0600 and I was unable to finish all the admission paperwork). But one of the great things about my position is that I learn so much on each of the units, it allows me to bring that knowledge to all my future units and, in my opinion, allows me to provide even more excellent, effectively, and expertly.

*Manager's evaluation

Rating

Often Demonstrated

Working out the SSRS department is a challenging job as the system has a variety of work flows and policies across the system. With that said Ashley does a fine job adapting to each unit to provide positive patient care and outcomes. She is highly organized, patient focused, professional, and possess great critical thinking skills. I would encourage her to continue to work towards mastering the different units work flows and patient populations across the system and the new EPIC EMR system.

Innovation

Engaged employees embrace innovative change that enhances efficiency and productivity throughout the Scripps organization. By seeking new goals, solutions and opportunities for improvement, successful employees create an environment of excellence. Employees are evaluated on how well they:

- * Engage in the change process with a positive, team-oriented approach.
- * Identify and promote opportunities for improvement in systems and processes.
- * Adapt effectively to change. Support others through the change process.
- * Apply a creative and innovative approach to problem solving.

*Employee's self-assessment

Rating

Often Demonstrated

Epic is where I really shined in this performance category. I was part of the Wave 1 group and I got the hang of Epic very quickly and found short cuts and links to different things that made charting easier for me. My first job was 99% computerized (a different system with similar features) so I was used to detailed but quick computerized charting and medication scanning. I was with Green during their go-live of Epic and assisted other nurses the best that I could during that time and throughout my assignment there, many RNs would refer other RNs with questions regarding charting and where or how to do things on/with Epic to me. Then I was sent over to La Jolla Memorial where I assisted the staff on that unit transition to Epic. I felt a lot of the nurses were resistant to the change, they were used to and comfortable with Centricity, but I kept telling them, "Just you wait! This is going to make our job so much easier." I kept talking up Epic before the go live, I would show them things on the playground, and I would give them tips during huddle. I just kept a positive attitude and assured them that this was a wonderful change! I always made my self available to help them with anything and kept encouraging them that they would get the hang of it! Now here we are, a couple months out and they got it down to a science! In October I will be assigned to Mercy Hillcrest and assist them with their go-live. I'm sure there will be nurses there that feel resistant to change, but I hope to change their opinions by doing the same thing with them, and acting as a resource for them.

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley has truly shined in this category as she has readily adapted to the EPIC EMR and has been essential in supporting each implementation across the system.

Integrity

Successful employees are dependable, honest, and act with integrity. Employees are evaluated on how well they:

- * Are approachable, fair, and non-judgmental
- * Maximizes use of resources
- * Demonstrate high ethical standards
- * Honor promises and commitments.

*Employee's self-assessment

Rating

Often Demonstrated

I believe that I am very approachable and non-judgmental to both my patients and my coworkers. I make my patients my family members for the shift, I do not care about their race or economic status. I treat the VIP the same as my homeless man two doors down because I care deeply about their health and comfort equally. I am also always transparent with my patients, I feel that this is why I am able to build such a rapport with them. If they ask me a question that I do not know the answer to, I honestly tell them that I am not sure but I will find out. Another example, there have been times that my patients ask for something simple like a cup of coffee or a blanket and as soon as I walk out of the room I get caught up in some other issue and I have forgotten. I am honest with them, I tell them that I am so sorry that I forgot. I feel that if I apologize and am honest with them, that when it comes time for something important, they will trust me.

As for my coworkers, being on NOC right now, I am often left with some tasks that the day shift RN was not able to get done. I remember when I was working day shift (both here in San Diego AND in Orlando) there would sometimes be nurses that would give me hard time for not completing every single task. When I went to night shift, I wanted to make sure I did not make a day shift RN feel bad for not getting every single thing done. A few weeks ago a nurse had gotten busy and managed to get all the admit paperwork done except the med rec, she told me she would do it before she left, I told her that I will do it, she had been here for been here for 12 hours and to go home. Just this week, the nurse got new orders for a dressing change, she said she would do it before she went home, I told her to go home, I can do it, I needed to see the incision anyways. I like to tell the day shift RNs that I have worked days, I know how busy it is, but nursing is 24/7, I will take over now. I know several of them have appreciated it. I have worked with some pretty phenomenal nurses both at Scripps Green 4North and La Jolla Memorial CVSU.

*Manager's evaluation

Rating

Consistently Demonstrated

Ashely is true to her word and has a high level of integrity as noted by the unit charge RNs and her previous SSRS manager, Janet A.

Service

Achieving service excellence requires a strong commitment to the patient/customer experience, working well with others, and a sense of departmental and organizational pride. Effective employees adhere to the highest standards of safety, quality, and service. Employees are evaluated on how well they:

- * Treat patients, family members, and co-workers with compassion, dignity, and respect.
- * Value service to others and provide the highest level of service to everyone they encounter.
- * Anticipate patient/customer and peer needs and utilize the appropriate tools and resources to ensure expectations are met.
- * Act as a resource to others.

*Employee's self-assessment

Rating

Consistently Demonstrated

As I have said in my previous self assessments. This is one area that I feel I have mastered and/or consistently demonstrate. I take great pride in the way that I treat all of my patients and their family members. I go through great lengths to make ensure that they are comfortable, safe, satisfied, and their stress is minimized. I actively listen to any concerns my patients and families have and do everything within my power to correct or ease any issues or concerns. I never want to leave my shift without making all of my patients laugh at least once or at the very least make them truly smile. I treat my patients as if they were my own family members or how I would want my family members treated. The following are a couple patient comments that were written by patients:

4N Patient: "Extra kind made me feel comfortable -- attentive to my needs and did those little 'extra' care for me"

4N Patient: "Ashley is a wonderful nurse and very thoughtful and good at what she does-----"

The following is feedback that I received from management on my past floors:

Carolyn, 4N supervisor: "During Ashley's contracted time on 4North, she transitioned so smoothly into making it her own home unit for that time. She has great interpersonal skills. Management and staff felt that she was part of our team and overall had a positive attitude on our busy unit. She has had great input with OFI's as well as completed one for our unit. She was great at building relationships with her patients, who just loved her."

Othello, Supervisor on CVSU: "It is always a pleasure working with you. I am aware that the patients you cared for do as well. I remember that you cared for a complicated patient with even more complicated and challenging family dynamics, and you handled the situations and care very well (for the most part, you required minimal support and guidance from your nurse leaders)."

Clelia, Patient Care Supervisor on CVSU: "I would like to express my appreciation for the RN, Ashley Fuller, who is covering an LOA on NOC shift. Tonight started off particularly rough, with one of Ashley's patients passing at the change of shift. The patient was on comfort care and Ashley had taken care of the patient for several days. The family was very appreciative of her kindness and expressed how grateful they were for her patience. I witnessed her interactions with the family several times over the last two nights, she was clear, calm and reassuring; I was impressed with her ability to guide the family through this difficult time. After the patient had passed and the family had gone home, a difficult interpersonal situation developed with another patient, their family, and their nurse - resulting in the need to change the nursing assignment. Ashley accepted the patient and their angry family without question and she quickly put them at ease. The combination of her clinical experience and friendly nature make her a pleasure to work with and her patients truly appreciate her care"

I am just so proud of what I do and the service I provide because I put so much effort in providing the best service I can possibly give. I don't ever want a patient to leave questioning whether or not they will return to Scripps because of bad service; and I never want my peers to feel they can not approach me confidently or remember me as "that one nurse" that made them feel incompetent.

I do the same with my coworkers, if they are concerned about a patient and need a second set of eyes or if they need help with something they are unfamiliar with, I take pride in my approachable demeanor and help them anyway that I can without making them feel like they are burdening or inconveniencing me. I believe that SSRS nurses should be looked at as an asset since we have such broad knowledge and skills.

Othello, supervisor on CVSU: "You bring your expertise and experience from caring for different set of patients. You are considerate and very supportive amongst your peers/RNs; you are willing to take on admissions not preassigned to you when you feel that the other RNs are not able to take on the admissions. You are an asset and continually demonstrate that you are a team player as well."

***Manager's evaluation**

Rating

Consistently Demonstrated

I have received several emails over the past few months in regarding to Ashley's positive team approach and for the fantastic individualized service that she provides. One site leader noted "Ashely is great with difficult patients, which I believe is due to her great attitude and infectious personality. She is always a pleasure to work with. Keep up the great work!"

Teamwork

Strong working relationships are crucial to employee success. Successful employees are effective communicators who recognize and use their unique talents and skills. They function well in a team environment. Employees are evaluated on how well they:

- * Seek to build positive relationships through clear communications, respect, encouragement, and acceptance of open and honest feedback
- * Understand and acknowledge what is important to others. Share information and resources appropriately.
- * Manage conflict respectfully and effectively.
- * Support and collaborate with peers and leadership

*Employee's self-assessment

Rating

Often Demonstrated

The beautiful thing about my position is that I am a sort of "jack of all trades." I have experience, skills, and knowledge in multiple specialties that allows me to help the core staff with patients/skills that are not the units usual type of patients. For instance, the CVSU at La Jolla Memorial hardly ever have patients with PCA pumps. One night I guess a new order for a PCA pump had been placed and several nurses were at the nurses station trying to figure out why a PCA pump was not working. I came upon them and offered my assistance, and after switching around some chambers on the pump, I was able to correct the problem.

I also offer nurses assistance during my down time whether it be turning patients, taking patients to the restroom, offering a second set of eyes on a patient a nurse is concerned about, etc. I also offer to take the admissions if I am having a slow shift. One night, one of the nurses on CVSU had to initiate the chest pain protocol several times. It seemed like as soon as she would take the second EKG, the patient would have chest pain again. She was overwhelmed so I passed a couple medications for her. It was her turn for an admission during this time, and even though I had 2 heparin gtt's and a dobutamine gtt, I told the charge to give me the admission because my heparin gtt's were therapeutic and my dobutamine gtt was no longer being titrated and felt more than comfortable enough taking an admission. Although the charge would not give me the admission, I feel that my offer to take the admission encouraged another nurse to offer to take the admit, allowing the nurse to get caught up.

I would like to attached a snip-it of feedback that was written by one of the managers, Othello, on the CVSU unit:

"You bring your expertise and experience from caring for different set of patients. You are considerate and very supportive amongst your peers/RNs; you are willing to take on admissions not preassigned to you when you feel that the other RNs are not able to take on the admissions. You are an asset and continually demonstrate that you are a team player as well. You seem to get along with the rest of our staff. I wonder if you want to be part of our staff. Thank you for being a wonderful team player."

*Manager's evaluation

Rating

Consistently Demonstrated

As noted throughout this evaluation, Ashely is a positive team player. I have received multiple emails over the past few months regarding her teamwork and personalized approach. Site leaders note that she "never complains" about her assignments and consistently maintains a positive attitude. I also received a very kind email from one leader noting how compassionate she was during a end of life situation and how the family was so grateful for her thoughtful compassionate approach. Thank you for all that you do each and every day.

Efficiency

Employees regularly perform job duties and tasks to meet industry and departmental standards as well as to increase productivity through accurate resource utilization, effective workflows, and cost-effective measures. Employees are evaluated on how well they:

- * Achieve departmental productivity standards and deadlines while meeting quality standards.
- * Identify and implement efficient workflows resulting in positive, measurable outcomes, and eliminating non-value added tasks, while considering patient and internal/external customer feedback.
- * Maximize time and productivity by providing services as accurately and efficiently as possible.
- * Function with a sense of urgency to improve results when they are below established parameters.

*Employee's self-assessment

Rating

Often Demonstrated

Decreasing costs and increasing productivity and HCAP scores are a very common Driver on units that are initiated and assessed during huddles. Currently, on CVSU, their biggest area needing improvement is medication communication to patients. They have developed a list of medications that they laminated and keep at the bedside. I try to made a point with every patient during medication rounds to discuss any and all new medications with them. I also like to attach education regarding these medications to their discharge paperwork and individualize the education to the patient so it can be reinforced during discharge. I always encourage other nurses to do the same!

Since Epic came out, there is something called a "Pulse Report," I look at this regularly to determine where I can improve or whether I am meeting charting and timely med pass goals. If I see that I am falling below goal, I actively work on meeting and exceeding the unit/hospital goals.

***Manager's evaluation**

Rating

Often Demonstrated

As noted in previous sections, working out of the SSRS department is challenging as each site and units function a bit differently in regards to patient populations, work flow and policy application. Moreover, EPIC is changing the work and we continue to evolve as a system. I would encourage Ashley to continue to strive to be as efficient and adaptable as possible by asking questions and mastering the work-flows and the EPIC program.

Overall Performance Summary

***Employee's self-assessment**

Rating

Effective

Overall I believe I am meeting or exceeding my competency goals, and with exception to Service, even though I am often demonstrating and always striving to do and be better, I think I can always improve and always strive to be better. I have only worked on two units this past year, 4North at Green and now CVSU at La Jolla Memorial, and on both floors I was frequently asked by staff and management if I wanted to stay and be a member of their core staff. This has always given me a sense of pride and lets me know that I am bringing good care and support to their unit which has always been my goal.

***Manager's evaluation**

Rating

Highly Effective

Ashley has had a terrific year. She remains focused on the patient while continuing to remain a compassionate positive team player. Thank you for all that you do.