

Performance Evaluation



FY2019 Staff Perf Eval (6/28/19)

From 10/1/18 to 9/30/19

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

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Author: JO-EL L. HARTMAN

Author ID: 124619

Author Job Title: DIR, SSRS

Employee's self-assessment

Acknowledgement Comments

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

Last year I had received feedback from a supervisor at Green regarding my hesitation to accept admissions due to feelings of being overwhelmed. I did take this feedback to heart and have continued to work on being less hesitant to take admissions and remaining flexible and dependable. My efforts were recognized by, Gil, a supervisor on the 11th floor DOU who had this feedback for me: "She is very flexible when at work. If her patient assignment is changed, there is no hesitation in accepting the changes." There have been a few times that I offered to give a nurse whom had already admitted one of my patients so that I could take the admission instead.

When I was assigned to 2N at Encinitas, the supervisors found me to be a reliable enough nurse to be a Resource Nurse for a couple of shifts. As a Resource Nurse, I was given different responsibilities and was expected to get specific tasks done such as code cart checks while helping the charge nurse and floor nurses with anything that they may need help with. Leni, one of the supervisors on 2N sent me a recognition after a particularly busy shift where I was asked to be Resource: "Thank you for all your hard work Wednesday night as resource RN. I really like how you take on situations and I can trust that the patients and nurses will be taken care of. And I like how you keep me updated throughout the night. You are a valued nurse on 2N. Thank you again."

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley is accountable for her actions and is responsible to her department, her patients, and the units she serves. As noted in her self evaluation, she is willing to adjust her actions to meet the business and patient care needs of the unit to ensure positive outcomes. In addition, has been serving as a resource RN support staff to newer employees due to her level of professionalism and accountability.

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

I am frequently looking up policies for various reasons and am always interested in the policy change updates. I am often pulling up policies to show my coworkers when questions arise. For instance, while I was on the 11th floor DOU at Mercy Hillcrest, a patient was admitted, and their oral chemo was going to be restarted. I knew chemo was not something that the 11th floor encountered too often and I had just went over this policy with a staff member at Encinitas so when the nurse was discussing this with me, I was able to show her the policy regarding continuing chemo in the hospital, need for consent, need for a chemo certified RN to give first dose, and what the MD would need to have documented in the MD admit note prior to pharmacy verifying the medication.

I also often refer to the Systemwide IV guidelines resource in the Pharmacy Documents. There are so many different IV medications and each facility has their own restrictions regarding which units are able to give certain IV medications, so I often use this document as guidance and show other RNs where to find this document. Another instance on the 11th floor where this came in handy, I was asked to start another IV on a patient that was about to be started on an Amio gtt. I knew from my experience on the CVSU unit at La Jolla that this medication has to be infused in a large vein and cannot be given via a hand IV. I was unsuccessful in starting an IV for the primary nurse so I updated the charge nurse on the situation and then contacted the Trauma RN who said they would come up as soon as they could. While waiting for the Trauma RN to arrive, an RN came to me and said the patient had large veins in her hand and the charge nurse got an IV in the hand. I pulled up the Systemwide IV guidelines for the nurse and charge nurse and showed them where it states to not infused in the hand. Neither of them were aware of this and I believe it was added for a short time into the huddle topics.

*Manager's evaluation

Rating

Often Demonstrated

Ashley is compliant in the service she provides. As she works across the system in the DOU and 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 health requirements. In addition, she has completed her DOU competencies and now also supports stroke patients across the system.

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

Consistently Demonstrated

The care I provide is always patient centered and my patients are always my priority over anything and everything while I am at work. Why I love my position with SSRS so much is because I get to go to so many different units with different specialties and I am always learning. All this knowledge that I am gaining on each unit has become beneficial not only to improving my patient care but also beneficial to the staff on the units I am assigned.

This year I was asked on a few occasions to precept GNs and newly hired experienced nurses. I have always loved precepting and was so honored my units felt that I was a nurse they would like to have help train their new nurses. At Encinitas, I was asked to precept a GN on his last couple shifts, I was more than happy to, precepting is something I thoroughly enjoyed doing at my previous hospital and I missed being a preceptor. The GN and I in our downtime would go through his skills checklist and anything that he had not encountered/been checked off on, I would go over with him either by reviewing policies or actually getting the supplies needed to demonstrate and have him return demonstrate the skill (for instance, he had not been checked off on PCAs, so with the supervisor's approval, I gathered a PCA chamber, IV pump, PCA key, an empty syringe from pharmacy, and we went through the steps of set up, dose change, take down, and documentation). Couple weeks later, a GN who had completed his orientation/ precepting was struggling very hard since being on his own. Elizabeth and Seth (2N Nurse Manager and Supervisor) pulled me into the office and told me they felt that this GN would benefit from a shift with me to help pinpoint where exactly he is struggling and help him develop a plan of action to overcome these issues. With my experience in precepting new nurses I saw that he struggled with organization and prioritization and helped him develop his own sort of "to-do list" to help him stay on track and prioritize his shifts and patient loads.

The following is feedback Seth gave me after my assignment at Encinitas: "Ashley was a great addition to our team. She has a great attitude. She looked for ways to help. She stepped up and helped in training some of our new grads and did an excellent job. Ashley has a wealth of Nursing knowledge and is always willing to share it. She has a knack on when to step in and help out with situations that arise. Her communication with her patients was superb. I wish she could stay with us."

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley provides positive outcomes each and every day. She is organized, detailed, and flexible in meeting her patient care obligations. Due to her skill level and keenly developed organizational skills she has been asked, on several occasions, to support and precept new grad RN's. Moreover, she has elevated her skill level this year to care for DOU patients across the 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

This past year I assisted all Mercy Hillcrest with their Epic go live. By that time I had been at both Green and La Jolla during their go-lives so I felt very comfortable with the transition and helping staff with the transition. Prior to the go live date I would frequently get on the Epic playground and show them the EMR, workflow, tools to make their job easier, etc. during our downtime. I was often their go-to person if they had questions or problems after Epic went live. This continued into my assignment at Chula Vista, often showing staff how to personalize their lists/flowsheets to their preferences or what they felt important. At one point, at CV, I noticed a trend in missed EKG orders, I worked with the management team to help show the staff how to add a column in their patient lists to alert them that an EKG is ordered and needs to be done.

I had been assigned on a Model Unit while at Encinitas and while I was at Chula Vista, they were about to become a model unit. A lot of the staff were hesitant to the change and had several questions that I was able to answer based on my experience at Encinitas and what I had learned in our SSRS meeting about Model Care Units. I was able to reassure them that the Model Care Units were extremely effective and also allowed for management to address barriers on a shift to shift bases to try and make our workflow easier, faster, and more efficient. I think talking to someone who had actually worked on a Model Care Unit, helped relieve some of their anxiety of the upcoming change.

*Manager's evaluation

Rating

Often Demonstrated

Ashely has supported the system's change process by helping to precept new employees, supported several units with the EPIC implementation, and has elevated her skill level to also support DOU patients. I would encourage her to continue to support the change culture as Scripps continues to work to "connect" the entire organization to provide top health care in the community. She has a high level of understanding regarding process/workflow across the organization and her feedback is valuable as we continue to standardize.

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 always make sure that I am approachable to my coworkers and patients and never judgmental of the questions that they may ask me. I feel if I can be a nurse that another nurse/staff member can approach with a question or ask for help with something they are not familiar with, safer patient care will be provided because they're shown they can ask questions without judgment. If I do not know the answer or am not familiar with the task they are asking me about, I am not afraid to say that I do not know and help them find resources, hopefully learn something myself. Same with my patients, there are often times that a patient will ask me a question regarding a medication or a diagnosis that I am not familiar with. I will tell the patient that I am not sure but I will try to find the answer for them. I am very translucent with the care and information that I provide to my patients, I believe this helps build a trusting relationship which is extremely important while caring for an acutely ill hospitalized patient. I had a patient ask me about different types of tube feeding, I am not at all familiar with the specifics of the different types of tube feedings and why one tube feed formula is chosen over another. Initially, the patient was upset that I did not know all the different types of feeds, but when I told her that a Dietitian could be consulted to explain the feeds, answer any questions, and work with her to determine which feeds would specifically benefit her. I immediately called the doctor, got a Dietitian consult order, and called the Dietitian and established a time she would be able to come see the patient. I updated the patient every step of the way so she could see I was actively addressing her question and so she would see that I am following through with what I told her I would do. I believe that honest and open communication with the patient helped establish a trusting rapport with her and showed her that I was committed to solving her problem and getting her answers to questions I couldn't answer. Many of the feedbacks that I receive from staff and patients will note that I am dependable in many ways but I think its primarily because if I am not sure of an answer to a question or how to do a task, they know that I know where to find a reliable answer and I will never make them feel like their inquiry is silly.

***Manager's evaluation**

Rating

Consistently Demonstrated

As noted in her self evaluation, she is consistently willing and goes above and beyond to ensure her patients and family members are taken care of. Ashely is true to her word and has a high level of integrity as noted by the unit charge RNs and site leaders.

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

I have said in previous evaluations, my service to my patients is my number one priority. My goal every shift is to develop a rock-solid rapport with each one of my patients and their family members and provide the care that I would want provided to my own family members. I take the time to get to know my patients and actively listen to any and all concerns that they have and make sure that they see that I am doing everything I can to address any concerns they have. I have found that sometimes patients just need to be heard and see that their nurse is actively trying to address their concerns and anticipate any needs they may have. I spend the time to literally sit down with patients and families to them on their medications/conditions/diagnostic studies, answering questions they have, and going over their plan of care. I take great pride in the care that I provide to my patients and they always come first in my care. When I am busy, feeling overwhelmed, or have a serious issue going on in another room, I ensure my patients do not see this or feel like I am rushing them or their care. At the beginning of each shift, I enter a room with a big genuine smile, and they see that smile until I leave. The supervisor on 2nd floor at CV, Jennifer, included this in her feedback: "Within days I started to receive multiple patient compliments and they continued until she left."

I had a patient at CV fill out a recognition stating: "I nominate my nurse for being so compassionate but also for her 'great' customer service. She went above and beyond!"

Another family member filled out a Daisy Award form stating, "I work at Kaiser and see/work with a lot of nurses. Never once have I wrote a nomination letter for any nurse until now. Ashley has a beautiful disposition, smiling. She demonstrates nothing but compassion for her patients and their families. I know she genuinely loves her job through her enthusiasm, kindness, as accommodating as possible. Ashley deserves all the recognition Scripps offers to their employees. Ashley is excellent towards her patients and their families. She has made this terrible medical experience better. Thank you Ashley from the bottom of my heart."

As an SSRS nurse, not only do I need to provide excellent service to my patients but also to the units that I am assigned to. In my position I am not only helping patients in a time of need, I am helping a unit and their staff in a time of need. When a staff member(s) asks for assistance with something that they do not encounter often I am often a resource for them. One night, on the 8th Floor at Mercy Hillcrest, a patient had a chest tube and the collection cannister needed to be exchanged. The Resource Nurse that night asked if I knew how to change the system and if I could help. Several other RNs on the unit asked if they could watch me so they could learn how. So while I exchanged the collection cannister, I took the opportunity to teach them not only how to exchange the system but also what all the different chambers of the collection system were, what they indicated, what to assess for when caring for a patient with a chest tube, and where to find resources online to refer to if they wanted to educate themselves more on the different collection cannisters/chest tube maintenance. A nurse that night was kind enough to write an email to Laura, their supervisor, expressing their gratitude.

*Manager's evaluation

Rating

Consistently Demonstrated

I have received several emails and excel awards over the past year regarding Ashley's exceptional performance. One comment that stands out noted "Thank you Ashely for taking the time to talk to one of our Palliative care patients. You were very compassionate when speaking to our patient and her family and it made a big difference to them. Your thorough note also allowed our team to have a better understanding of the situation and how to best support the patient prior to rounding that morning. We appreciate you." This is just one example of many I have received this past year. Great job!

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

Consistently Demonstrated

Prior to working at Scripps, for the majority of my career, I often was a preceptor to Graduate Nurses so I have a soft spot for GNs but I also know how hesitant GNs are to ask for help from other RNs. The units that I was assigned to this past year had many GNs working on them so I always made sure to be readily available to them for help and make them feel as though they could always approach me with any questions or concerns. One night while assigned to the 11th Floor DOU at Mercy Hillcrest, a GN, Lauren, seemed to be extremely overwhelmed and was in tears. This was during 2100 med pass time and my patients were stable, so when she told me what was going on with her patient assignment and why she was overwhelmed, I immediately jumped in to help her pass her 2100 medications and recruited another RN to help pass her medications as well so that Lauren could focus on another issue. Lauren was kind enough to provide me feedback referencing that night: "I can't say enough about how helpful Ashley has been to everyone on the DOU floor at Scripps Mercy. There were many times when I watched as Ashley saw a nurse in need and she stepped in to help them. She never hesitates to offer help and is very knowledgeable. Several times I have needed help and I knew I could count on Ashley. One example of Ashley supporting another nurse, is the time I had two patients in isolation rooms for scabies who's O2 saturations were dropping and both were getting out of bed pulling on lines at the same time; Ashley didn't hesitate and was there to help immediately. Because she stepped in, both patients were helped and stayed safe. Ashley is a nurse who advocates for her patients and the nurses who work with her."

When I first arrive to units, I am sort of seen as an "outsider." The core staff on units have spent sometimes years together building relationships with their coworkers and often see each other as family rather than just coworkers. I make it point to arrive to units with a positive attitude and make it apparent that I am always willing to help whenever they need my help whether its help with a task or need to swap shifts. I have found that when I enter a unit with positivity and an eagerness to help, I quickly fit in with the unit's core staff and am considered a member of the team they can rely on. The following are feedbacks I received from Leni, supervisor of 2N Encinitas; and Jennifer, supervisor 2nd floor Chula Vista.

Leni: "Ashley has been a joy to work with. She fosters a team environment by her willingness to build positive relationships. She is dependable, approachable, and maintains a positive attitude."

Jennifer: "Ashley was a nurse that was sent to us to fill in for one of our RN's on maternity leave. From the moment she started on the unit she fit right in. She is smart, spunky and always with a smile;" "She was flexible with her schedule and switched shifts with other nurses that asked her for favors. She always offered to assist whenever she could and went out of her way to be a great resource on the unit. All of the staff loved working with her and we were very sad to see her go. Her positive attitude and extensive nursing knowledge will be greatly missed!"

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley is a true team player and also serves as a coach/preceptor and mentor. Thank you for all that you do.

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

Gimba Boards are a big part of nearly every unit and is discussed in mid shift huddles. I frequently attended and contributed to their daily drivers. One driver that always seems to be on each unit is decreasing supply waste by only bringing in supplies that are needed into the room. To help with this, if I had a patient with dressing change orders, during my beginning of shift assessments, I would check to see what supplies were already in the room so I wasn't bringing in supplies I didn't need and also preventing myself from having to make multiple trips into a room for forgotten supplies.

One thing I feel I can improve on is real time charting. I review my "Pulse Report" from time to time and although my medication administration is very timely (usually >85-90%) and I sign my notes in a timely fashion (always 100%), my charting data within one hour of collection percentage is typically low because I often put off charting my initial assessments until I have finished all of my beginning of shift duties. At the beginning of my shift I am spending a lot of time with my patients and I consolidate my med pass, assessment, plan of care discussion, and answering any questions/addressing any concerns the patient/family may have all at the same time. There are shifts that I am able to get this all done very quickly and chart my data within the allotted 1-hour time frame, but many times I cannot. I am currently experimenting with different ways that I can accomplish all these things, maybe not all at once, while giving my patient my full attention. I can say, however, I rarely, if ever, let my charting get so far behind that I am late clocking out.

***Manager's evaluation**

Rating

Often Demonstrated

working out of the SSRS department is challenging as each site and units function a bit differently in regards to patient populations, workflow and policy applications. I would encourage Ashley to continue to support the MDI meetings and give input when possible. The daily drivers are a significant part of the change process that aids in creating and improving unit workflow efficiency. In addition, she noted she can work to improve real-time charting and review her pulse reports more often. Solid applicable goals for to achieve over the next year.

Overall Performance Summary

***Employee's self-assessment**

Rating

Effective

I know my self evaluations are always so long so thank you for taking the time to read it! I feel this year I was able to accomplish a lot of things and I grew as a nurse. I became a DOU nurse and therefore stroke certified. I had never cared for stroke patients before so it was definitely a learning opportunity for myself. I learned a great deal this year.

I overcame my fear and put aside my judgment of 2 North at Encinitas. I had had a bad experience there previously, they definitely had made changes but also, looking back, the first time I was assigned to their unit, I was new to the Scripps system and was overwhelmed and lacking confidence in myself as a nurse. I think I have become more comfortable and confident in myself, my abilities, and with the Scripps system which made my time there so much better and I was actually sad to leave.

I think this past year I improved in many aspects in my career and nursing abilities. I was able to achieve some personal goals such as being able to precept which I thought I would not be able to do again and missed doing tremendously and becoming quick, accurate, and comfortable with doing NIH assessments and the overall care of stroke/DOU patients.

***Manager's evaluation**

Rating

Highly Effective

Ashely has had a very positive year as she continues to grow and learn as a nurse at Scripps. She remains professional, compassionate, and consistently supportive. I appreciate her positive attitude and willingness to learn and share her knowledge. I am happy she is a part of SSRS and Scripps.