

Performance Evaluation



FY2020 Staff Perf Eval (7/13/20)

From 10/1/19 to 9/30/20

Employee: ASHLEY Ann FULLER	Manager: JARROD P TRULL
ID: 191019	Department: N/A
Organization: SSRS STAT TEAM (1998720)	Job Title: REGISTERED NURSE LEAD
Business Unit: Scripps Mercy San Diego Business Objs	Job Level: Lead

Overview

Status: Closed	Definition Title: Performance Evaluation
Step: N/A	Definition Code: 2020_Staff_Evaluation_20200713
Step Due Date: N/A	Author: VIVIAN M CONTRERAS
	Author ID: 198714
	Author Job Title: MGR, SSRS CLINICAL SVCS

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

The past few months, I have been assigned to the 3rd Floor, COVID unit, at Chula Vista. Garrett, the manager called me into his office one day and said that he had heard some very positive things from the 2nd Floor Manager and Supervisor and if I was agreeable to be contracted onto the 3rd Floor and be trained for Charge Nurse. I had not done Charge in nearly 5 years but I was willing and eager to step in and be a Charge Nurse. At first, being unfamiliar with the staff, the staff were confused why an SSRS nurse would be asked to be a Charge RN when several of their staff have been trained. After the staff got to know me and work with me, they came to appreciate when I was scheduled as Charge. When I am charge, I feel it is my responsibility to ensure fast and safe patient throughput, provide support to my nurses and PCAs on the floor, and ensuring my nurses have all the resources and support they need to allow for a seamless shift with minimal stress.

I received 2 days of training for Charge so, obviously, I had made some mistakes that I have learned from. For instance, Management informed me that I was overstaffing the unit on day shift when I was charge. I was shown their table of how many staff of each position they can have on the unit based on the patient census. After seeing this table, I saw that I was, in fact, grossly overstaffing their unit and was accountable for my mistake. From there on out, I ensured that I staffed appropriately for the oncoming shifts based on this table.

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley is able to hold herself and others accountable to the Scripps Service Standards. She comes to each shift with a positive attitude and willingly accepts all of her job responsibilities. If she is ever unsure about anything, she is sure to check in with the Charge RN, the Resource nurse, or the leadership team.

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

Consistently Demonstrated

I am a policy fanatic, I don't know how I became one, but I love policies. When nurses approach me with a question or I hear a conversation between nurses about what they should do in certain situations, I always bring up the policy. For instance, one day I was on one of the units I was assigned to and one of the nurses asked if she should hold the patient's morning meds since the patient would be getting dialysis later in the morning. Based on our policy, we need to ask the Nephrologist what medications we should hold and which to give. The nurse was able to contact the Nephrologist and he told her which medications to hold until after the patient's dialysis. I have found a lot of nurses are not aware of this policy so I like to show nurses this policy.

Another example is when a treatment for our COVID patients started being treated with a chemo medication. I had become familiar with this policy a couple years back when I had to give a patient oral chemotherapy that was just ordered and a nurse brought to my attention that the first dose had to be administered by a chemo certified RN which I did not know, so I made myself familiar with the policy. In this policy, there is an explanation of what would happen if there was extravasation of the chemo medication which would require a Chemo Certified RN to assess the site. I added this information to the daily huddles on the 3rd floor so the other RNs would be made aware of what they would need to do if their patient developed extravasation which this medication was infusing.

I have assisted many RNs in completing occurrence reports and have completed several myself during the past years for various reasons.

I also ensured that I completed all of my yearly training this year quite early this year during my down time because the past couple years I would be down to the last week before I completed all of the modules.

The following is some feedback from a nurse that I received from a nurse I worked with on one of the units I was assigned:

"Ashley has been a pleasure to work with. She offers great support, team work, and leadership skills. She is very knowledgeable about Scripps Policies and patient care as she is the 'go to' nurse when working. She always has a positive attitude and finds a way to connect with her patients. She will be greatly missed, but any unit is lucky to have her!" ~ MONIQUE M RODRIGUEZ

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley is able to adhere to the Scripps policies and procedures. She has completed all of her annual training and education within the allotted times. She ensures patient's privacy by handling of their information carefully.

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

How I practice is always with the patient at the center of my care. I aim to provide them care that is nothing short of excellent. This past year I have primarily been on Med-Surg/Tele floors and often had 5 patients. I would always ensure that I sat with my patients for a couple minutes at the beginning of the shift and discuss our plan for the shift and address anything that may be troubling them. One shift I had a patient tell me that her chest tube was causing her so much pain she had not slept for two nights. I contacted the MD for dressing change orders. I had a lot of experience at my previous hospital with chest tubes and changed her dressing to make the tube more secure and provide cushion between the tubing and her chest. She said this was the first time she felt comfortable enough to sleep.

When COVID came into the picture, I was placed in a situation where I was dealing with a diagnosis that I did not know anything about. To keep up to date on current treatments and various medical management of COVID-19 patients, I would go home and research the medications thoroughly so I knew what to be looking for when I administered these treatments, cytokine storms, and kept up-to-date with the CDC guidelines that seemed to be changing every hour. This allowed me to provide exceptional and safer care to this patient population.

Here is some feedback that I received from a coworker:

It was great having Ashley as part of our unit even for a short period of time. She is a very bright nurse that communicates very well. Knowledgeable. Familiarizes herself with the policies. She brightens up the shift because she has a strong and great personality. ~ JOFFREY S CASAS

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley is able to expertly perform all of her job duties with a high level of accuracy. She is able to plan, organize, and prioritize her patient load in order to provide efficient care to her patients. Ashley is engaged in her work and her role as an SSRS Resource Team.

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 take a great deal of pride in my bedside manner. For me, my patients are my family members for 12 hours. I ensure that all of my patient's needs are fulfilled throughout my shift. I have found open communication and actively addressing patient's concerns leads to an excellent and positive rapport between my patients and I. While caring for COVID patient, this has never been more important. I ensure that I call family members and keep them updated at least once per shift. When this virus first came around, we did not have ipads and such for the family to Facetime their family members. On several occasions I used my personal phone to Facetime family members of my patients that were about to pass away so that family could say goodbye. I had a COVID patient at Mercy San Diego that was an employee on the Princess Cruise. He was from Columbia and had no family or friends and the only way he could keep in contact with his family was via his cellphone but he needed internet service. The wifi was extremely spotty in his room and the first day that I had him, I tried to get him transferred to another room but was unsuccessful so asked the night shift RN to see if she could get his room changed. The patient was not doing well and at that time we were proactively intubating patients. I wanted him to be able to call his family so I adjusted my cellphone plan on my spare phone that I use for my translation earbuds, added a large amount wifi hotspot time to it and left it in his room so he could have reliable wifi for my shift. I am so happy that I did because that night he transferred down to the ICU and was intubated. My goal is to treat my patients how I would hope a nurse would treat me or my loved one.

Following is feedback I received from a coworker:

"I have worked beside Ashley on the floor and as her charge RN. It is always a pleasure having her on our unit. Ashley is incredibly knowledgeable and compassionate. She is an effective communicator and an incredibly efficient nurse. She is always willing to admit pts and help out in any way. I hope that she returns to us soon!" ~ RENEE N LEVIN

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley is able to treat all patients family members, and peers with compassion, dignity and respect. She is able to be a resource to others and spread her knowledge to her peers. She is very committed to patient center care and ensuring she is providing the best care to each of her patients, whether as charge nurse or on the floor.

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

Every unit that I have been assigned to this year, I have developed strong relationships with the core staff and have ensured that I am a person my coworkers can come to with questions or concerns. When my coworkers appear to be overwhelmed, I will step in and see what I can do to help them. If they need a second set of hands, I willingly volunteer. Currently, on the 3rd floor at Chula Vista, I am one of a few nurses that is a Stepdown nurse. Several times throughout every shift, my coworkers will ask for my opinion on what they should do in various situations. I am often asked to come assess a patient that they are worried about as well.

When asked by the management team if I would be willing to train as Charge and be Resource RN on days I am not Charge because they would like a Stepdown RN to be Charge/Resource, I willingly and eagerly accepted to help the unit. When my contract was cut short at Mercy SD and my next contract was cancelled at La Jolla, I was asked to float to a different unit every day, I was more than willing to do so to help my department and various units out.

I am extremely flexible with my schedule; I allow management to schedule me where they need me, and I often switch shifts with my coworkers so they can have days off that they need off. I find that remaining flexible in this way is immensely helpful to management, especially since my contracts are typically mid schedule. I understand that they are contracting me because they need help and so I want them to be able to place me on the days they are short staffed.

This year I was exposed to body fluids of a COVID patients and had to shower using patient shampoo and body wash. I realized that staff at all 5 of the hospitals may appreciate toiletry bags for showers either after exposure or prior to going home. So I asked my community to donate unused toiletries and made toiletry packages and delivered them to the 5 hospitals for staff to use.

Finally, working on a COVID unit is incredibly stressful for myself and my coworkers. I do vinyl cutting and make t-shirts as a hobby and a little "side business." I designed a shirt that said "COVID-19 Warriors" with the hospital and department name at the bottom and the person's name and title on the front. After asking permission from the 3rd floor management team, I offered to make these shirts for only the cost of supplies. I hoped it would help develop some excitement, pride, and comradery among the staff. I received 130 shirt orders on the first orders and so many more staff wanted them I did a second round of orders and currently working on 90 shirts for this current order. I even make special ones for the SSRS and SBFP team members because a PCA had told me that she wished SSRS had special t-shirts like this one, so instead of "Scripps Mercy Chula Vista 3rd Floor," their shirts say "Scripps Hospital System Scripps System Resource Services" which my fellow float staff as really appreciated and allows them to show their pride of being a float pool member. It's almost like a 2nd full time job, and I don't make any money from this, but my coworkers are so excited and proud to wear these shirts and I am happy I was able to do this for them.

The following is feedback from a Supervisor on the 8th floor at Mercy SD:

"Ashley is a really a pleasure to work with. She is noted to be clinically strong and independent. During our huddle, she is very involved and always shares her insights on the clinical questions for the staff. She almost always gets the answers right :) Ashley has a very positive attitude, always smiling, extends help to 8th floor staff, and seen to have good rapport with her patients also. Her flexibility with her schedule is also truly appreciated on our unit. I just wished that she would extend her help to our unit. I am positive that she will be an asset to her next unit assignment. Thumbs up to Ashley." ~ JONATHAN DUQUE

*Manager's evaluation

Rating

Consistently Demonstrated

Ashley has been able to build positive relationships with all of her peers on each of the units she has been floated to over the past year; she has done with by having clear communication with each site. She is able to manage all conflict with respect and will inform the leadership team if needed.

Overall Performance Summary

*Employee's self-assessment

Rating

Effective

*Manager's evaluation

Rating

Exceptional

Ashley is a great asset to have on the SSRS Resource Team. She is a very knowledgeable nurse and is willing to help all of her peers. She maintains a positive attitude in any situation. I look forward to working with Ashley over the next year.

Peer Feedback:

"Experienced, confident, very thorough. Flexible and always willing to take an admission when needed. Offered help to coworkers when she was caught up. Friendly, engaged, and fit in well with our staff on day shift."

"It has been a while, but I have worked with Ashley several times, on both day and night shifts. She is very assertive; she is very engaged and she knows her patients. When she has questions, i. e, specialists rounding on the patients, she does not hesitate to consult both CN and CM. She does follow through with patient concerns, as well as calls from family members. She does not retreat from challenging situations, and she utilizes her experience and wit to dealt with difficult circumstances and patients. She is definitely a pleasure to work with; her common sense and expertise come through. You know that she wants results, and she will work to have the patients achieve those."

"Ashley has been a positive contributor to our floor. Very approachable, and eager to assist. She also has and shares a wealth of nursing knowledge!"

"Ashely is amazing! She is truly an excellent nurse. She also does charge nurse on our unit."