

HOLLAND HOSPITAL

JOB DESCRIPTION, COMPETENCY ASSESSMENT AND APPRAISAL

Position Title	Registered Nurse	Employee Name	
Department Name	Various, Patient Operations	Department #	6120, 6140, 6150, 6160, 6300, 6400, 6420, 6460, 6580, 6600, 6610, 6650, 6780, 8780
Position #	340 / 348 / 344 Per Diem	EEOC	02
		Reports to	Director / Nursing Manager

Our Vision	In partnership with our Medical Staff, to be the pre-eminent stand-alone Hospital in West Michigan as measured by benchmark customer service, business growth, financial performance and medical quality.		
Our Mission	To continually improve the health of the communities we serve in the spirit of hope, compassion, respect and dignity.		
Our Core Values	Customer Service - "Be There". Communication - "Make Their Day".	Commitment - "Choose Your Attitude". Creativity - "Play".	

Sections I and II list your position's Essential Functions and Organizational Competencies. Section III is used to rate your performance over the past year (Exemplary, Exceeds, Meets, Needs Improvement, Does Not Meet). You will be evaluated at least annually.

Section I: Essential Functions

Job Summary
The RN is responsible for the provision and coordination of patient centered care. The RN coordinates care to achieve desired outcomes, participates in patient and family teaching and provides leadership by delegating and working cooperatively and collaboratively with ancillary nursing and other patient team personnel in maintaining standards for professional nursing practice and professional nursing performance in the clinical setting. The RN is also accountable to practice in accordance with the Michigan Public Health Code Act 368 of 1978, Article 15 (Health Occupations), Part 172 (Nursing) and the Holland Hospital Professional Nursing Practice Handbook. The RN must be able to demonstrate the knowledge and skills necessary to provide care and service appropriate to the age of the patients served in his/her area.

1. STANDARDS OF PROFESSIONAL PERFORMANCE			
Promotes patient safety by maintaining the policies and procedures of the hospital and nursing department, including maintaining the Patient's Bill of Rights. Achieves unit specific initial and ongoing competencies. In addition, maintains the "ANA Standards of Professional Performance" including:			
<ul style="list-style-type: none"> a. Quality of Practice – Systematically enhances the quality and effectiveness of nursing practice. b. Education – Attains knowledge and competency that reflects current evidence-based nursing practice. c. Professional Practice Evaluation – Evaluates one's own nursing practice in relation to professional practice standards and guidelines, relevant statutes, rules and regulations. d. Collegiality – Interacts with and contributes to the professional development of peers and colleagues. e. Collaboration – Collaborates with patient, family and others in the conduct of nursing practice. f. Ethics – Integrates ethical provisions in all areas of practice. g. Research – Integrates research findings into practice. h. Resource Utilization – Considers factors related to safety, effectiveness, cost and impact on practice in the planning and delivery of nursing service. i. Leadership – (see Essential Functions # 6 for scoring). 			
Feedback (Describe successes and opportunities for improvement):	Rating x	Weight =	Score
		15%	

2. Standards of Professional Practice: PATIENT CARE – ASSESSMENT and DIAGNOSIS			
Using the Clinical Practice Model where applicable collects and documents comprehensive data pertinent to the patient’s health or the situation. Assessments are thorough, timely and accurate and include but are not limited to the physiological, psychological, socio-cultural, safety and spiritual needs of patients (including significant other). Demonstrates ability to use critical thinking skills to analyze assessment data to determine the pertinent diagnosis or issues. Responds appropriately to changing needs of patients, including response to emergency/life threatening situations.			
Feedback (Describe successes and opportunities for improvement):	Rating x	Weight =	Score
		5%	

3. Standards of Professional Practice: PATIENT CARE – OUTCOMES IDENTIFICATION / PLANNING			
Identifies expected outcomes for a plan individualized to the patient or situation. Develops and documents an individualized plan of care which incorporates the patient’s significant other as appropriate and that prescribes strategies and alternatives to attain expected outcomes. Identifies initial and ongoing discharge planning needs. Demonstrates the ability to identify, evaluate and document the patient’s response to care given. Coordinates care across the continuum to meet the identified and anticipated needs of the patient and his/her support network.			
Feedback (Describe successes and opportunities for improvement):	Rating x	Weight =	Score
		5%	

4. Standards of Professional Practice: PATIENT CARE – IMPLEMENTATION			
Functions as advocate for patient/significant other. Demonstrates skills needed to implement the identified plan of care, incorporating elements of Standards of Professional Performance (described in Essential Functions # 1) as appropriate. Demonstrates ability to prioritize and adjust priorities based on patient/unit needs.			
Feedback (Describe successes and opportunities for improvement):	Rating x	Weight =	Score
		5%	

5. Standards of Professional Practice: PATIENT CARE - EVALUATION			
Demonstrates ability to evaluate and document patient’s progress toward attainment of desired outcomes.			
Feedback (Describe successes and opportunities for improvement):	Rating x	Weight =	Score
		5%	

6. LEADERSHIP			
Provides leadership in the professional practice setting and the profession. Appropriately directs and supervises less skilled personnel in the performance of delegated nursing activities. Functions as a patient advocate coordinating patient care, involving other members of the health care team as appropriate. Actively participates in or supports, on a regular basis, one or more of the following shared governance activities such as: Unit Practice Team; unit based nursing QI activities; PACE Committee; unit based nursing research activities; Nursing Research Committee; and/or Nursing Practice Executive Committee).			
Feedback (Describe successes and opportunities for improvement):	Rating x	Weight =	Score
		15%	

Section II: Organizational Competencies

<p>1. CUSTOMER SERVICE - BE THERE. Respond promptly to opportunities that meet the needs of our patients, medical staff, our community and one another.</p> <ul style="list-style-type: none"> a. Places customer needs first. b. Values diversity; respects and honors unique differences of all individuals. c. Treats others as they would wish to be treated. d. Respects confidentiality and right to privacy. e. Maintains a positive attitude in all personal interactions. f. Presents a professional image in appearance and work habits to internal and external customers. 			
Feedback:	Rating x	Weight =	Score
		12.5%	
<p>2. COMMUNICATION - MAKE THEIR DAY. Each person is accountable to communicate effectively and appropriately.</p> <ul style="list-style-type: none"> a. Makes eye contact. b. Communicates verbally and non-verbally with honesty, openness, empathy and tact. c. Listens to others. d. Resolves conflicts constructively. e. Smiles. 			
Feedback:	Rating x	Weight =	Score
		12.5%	
<p>3. COMMITMENT - CHOOSE YOUR ATTITUDE. Quality emerges in environments where individuals share mission, values and partnerships.</p> <ul style="list-style-type: none"> a. Strives for the highest quality in everything he/she does. b. Openly embraces and applies all appropriate patient and environmental safety practices. c. Is intolerant of "good enough". d. Supports the success of the system at work and outside of work. e. Is accountable and responsible for his/her actions, behavior and decisions. Achieves annual goals. f. Continuously improves skills/competencies. g. Attends/participates in organizational meetings, activities and in-services. Maintains documentation of same. h. Maintains good attendance/tardiness record and documents time and attendance appropriately. i. Is willing to adjust to fluctuations in scheduling based upon organizational needs. 			
Feedback:	Rating x	Weight =	Score
		12.5%	
<p>4. CREATIVITY - PLAY. New ways of thinking are essential to continually improve health.</p> <ul style="list-style-type: none"> a. Enjoys what he/she does. b. Recognizes and celebrates successes. c. Asks questions and is solution focused. d. Uses time and resources innovatively and creatively. e. Helps others to be successful. Is a team player. f. Is receptive and responsive to change. 			
Feedback:	Rating x	Weight =	Score
		12.5%	

Section III: Standards of Performance

Score	For Essential Functions and Organizational Competencies
5	Exemplary: In addition to routinely meeting and exceeding expectations, routinely and independently identifies opportunities for improvement. Recommends and develops plan for these changes, assisting with implementation as requested.
4	Exceeds: In addition to consistently meeting expectations, routinely takes initiative to serve as a role model/resource and/or to train/mentor other staff in improving their performance related to this function or competency.
3	Meets: Consistently performs in a timely, accurate, effective and/or appropriate manner with little or no direct supervision. Recognizes the need for and seeks guidance when appropriate.
2	Needs Improvement: Occasionally does not perform in a timely, accurate, effective and/or appropriate manner. Requires more supervision than what is normally expected of a fully effective employee. May currently be in a learning mode with this function or competency. May have been placed on corrective action due to inability to consistently perform this function or competency. Occasionally unable to meet expectations of corrective action on a sustained basis.
1	Does Not Meet: Repeatedly does not perform in a timely, accurate, effective and/or appropriate manner. Requires ongoing supervision and may have been placed on corrective action due to inability to perform this function or competency. Repeatedly unable to meet expectations of corrective action.

Section IV: Job Requirements

Minimum Education/Training: Graduate of accredited Registered Nursing Program.
Registration, Certification and/or Licensure Required: Licensure to practice in the State of Michigan. Current BLS for the Healthcare Provider Certification or completed within 60 days of hire. PALS or completed by end of orientation (Pediatrics only). NRP or completed by end of orientation (Boven Birth Center only). ACLS Certification or completed within one year of hire (Critical Care, Cardiac Cath Lab, Emergency, PACU only).
Preferred Education: Preferred Specialty Certification such as CCRN, CRN, CNOR, CEN or other specialty related to the department or unit in which RN is employed.
Preferred Experience: Prior experience in specialty area. Bilingual. Computer literate.
Management Experience: (If Applicable)
Physical Requirements: Able to tolerate frequent contact with noxious odors/sights. Ability to lift 50+ pounds. Ability to push and/or pull on a wheeled device up to 200 lbs. Prolonged standing/walking for shift duration. Frequent bending, reaching, stooping, and kneeling. Visual and auditory acuity.
Other Requirements: