



Homestead Hospital

Nursing Staff Performance Expectations

This document describes the expectations that practitioners have of each other as members of the nursing staff of Homestead Hospital. The expectations described below reflect current nursing governance bylaws, policies and procedures and relevant regulatory requirement. This document is designed to bring together the most important issues found in those documents, along with some key concepts that reflect our nursing culture, vision, and standards of practice.

Nursing leaders will work to improve individual and aggregate nursing performance through non-punitive approaches and providing feedback that allow each nurse the opportunity to grow and develop in his or her capabilities to provide outstanding patient care and make valuable contributions to our hospital and community.

Technical Quality of Care

- Achieve nursing outcomes that consistently meet or exceed generally accepted clinical standards for the nursing discipline as defined by comparative data, the medical literature and the results of peer review activities.
- Provide appropriate nursing care that consistently meets or exceeds generally accepted evidence-based clinical standards for the nursing discipline as defined by comparative data, the medical literature and the results of peer review activities.
- Participate in continuing education related to his/her nursing licensure requirements and specialty.

Patient Safety/Patient Rights

- Participate in hospital efforts and policies to maintain a culture of patient safety and reduce adverse events including adhering to National Patient Safety Goals.
- Protect patient information based on hospital policy/government regulations and ensure that information is kept confidential.
- Respect patient privacy by not discussing patient care information and issues in public settings.
- Demonstrate professional accountability in accordance with the Nurse Practice Act, Code of Ethics for Nurses, Bill of Rights for Nurses and Patient's Bill of Rights.
- Maintain medical records consistent with the hospital policies, including, but not limited to, chart entry legibility, timely completion of initial nursing assessment, care plans, and notes and entries dated, timed and signed with appropriate credentials.
- Communicate all pertinent patient information to other members of the healthcare team.
- Communicate effectively with patients and their families regarding nursing interventions and care using AIDET (Acknowledge, Introduce, Duration, Explain, Thank You).
- Wear visible hospital identification at all times.

Quality of Service

- Provide timely and continuous nursing care of patients utilizing hourly rounding.
- Provide adequate communication regarding patient care needs, nursing interventions, and outcomes when calling a physician and giving hand-off communication.
- Support nursing leaders' and staff members' efforts to exceed patient satisfaction scores for nursing departments.
- Respond in a timely and appropriate manner to information regarding patient dissatisfaction with nursing staff member performance.
- Provide comfort to patients, including initial assessment and reassessment of acute and chronic pain, with appropriate documentation utilizing the correct pain tool, and prompt and effective nursing management, in coordination with other caregivers.
- Provide emotional and physical support to patients and families.
- Utilize Comfort Theory as a framework in providing quality nursing care.
- Adhere to Core Measures guidelines and evidence based protocols.

Resource Utilization

- Provide quality patient care that is cost-effective by cooperating with efforts to appropriately manage the use of valuable patient care resources.
- Ensure patient care testing is timely and scheduled when ordered.
- Provide accurate and timely discharge instructions in collaboration with other caregivers.

Peer and Co-worker Relationships

- At all times act in a professional, respectful manner with patients, physicians, other nurses, administrators, board members, and other hospital personnel to enhance a spirit of cooperation, mutual respect and trust among members of the patient care team.
- Refrain from inappropriate behavior, as outlined in the BHSF- HR Policy 5250 Employee Conduct, toward members of the hospital and medical staff, patients, or their families, including but not limited to the following:
 - ◆ Impulsive, disruptive, sexually harassing or disrespectful behavior with fellow members of the nursing staff, medical and hospital staff, patients and their families.
 - ◆ Documentation in the medical record that does not directly relate to the clinical status of the patient and plan of care that is derogatory or inflammatory concerning the care provided to the patient.
- Recognize that disagreements are inevitable and can contribute to improving patient care. When disagreements occur, address these in a constructive, respectful and direct manner away from patients or other non-involved caregivers.
- Adhere to HR policy on attendance and dress code.

Contributions to Hospital and Community

- Practice nursing as a member of the Nursing Staff in a manner that maintains and advances the culture of collegiality and cooperation that is the hallmark of our nursing and hospital philosophy.
- When receiving data regarding your performance, utilize this data to continuously improve care.
- When contacted regarding concerns about patient care, respond in the spirit of continuous performance improvement.
- When provided with information on nursing staff matters requesting your input, respond in a timely manner or accept decisions made by leadership.
- Participate, if requested, in relevant performance improvement activities or community services.
- Support actions and decisions in accordance with the hospital's mission statement and strategic plan.
- In the spirit of early assistance, help to identify issues affecting the physical and mental health of fellow nursing staff members and cooperate with programs designed to provide assistance.
- Treat Nursing Leadership and the Nursing Peer Review process with appropriate respect and cooperation.

This is to attest that I have read and understood the Homestead Hospital Nursing Staff Performance Expectations and agree to abide by them.

Print Name

Signature

Date