Our Mission
UPMC’s mission is to serve our community by providing outstanding patient care and to shape tomorrow’s health system through clinical and technological innovation, research, and education.

Our Vision
UPMC will lead the transformation of health care. The UPMC model will be nationally recognized for redefining health care by:

- Putting our patients, health plan members, employees, and community at the center of everything we do and creating a model that ensures that every patient gets the right care, in the right way, at the right time, every time.
- Harnessing our integrated capabilities to deliver both superb state-of-the-art care to our patients and high value to our stakeholders.
- Employing our partnership with the University of Pittsburgh to advance the understanding of disease, its prevention, treatment and cure.
- Serving the underserved and disadvantaged, and advancing excellence and innovation throughout health care.
- Fueling the development of new businesses globally that are consistent with our mission as an ongoing catalyst and driver of economic development for the benefit of the residents of the region.

Section 1 - Values

Caring and Listening

Rating: Superior Performer

Dignity and Respect

Rating: Superior Performer

Excellence and Innovation

Rating: Superior Performer
Quality and Safety

Rating: Top Performer (Role Model)

Responsibility and Integrity

Rating: Top Performer (Role Model)

Values Summary

Rating: Superior Performer

Comments: Tammy is kind and caring. She is able to identify problems in patient care and resolve it as needed. She is able to communicate respectfully to all members of the team and is able to understand different perspectives when assess the same situation. Tammy provides quality work to every aspect of her job. She gives excellent clinical care and is seen as a role model in patient care by her peers.

Tammy states "I do all possible to treat the patient as they would want to be treated". She notes that she is able to communicate effectively and respectfully to all team members. She holds herself to a high standard and that is reflective in her work. She has been nominated for a Daisy award and the "No Loose Ends" award during this evaluation period.

Section 2 - Goals

Patient Safety and Quality

Departmental Goal (05/15/2014-05/15/2015): TNICU will achieve a CAUTI SIR of 1.0 = Expected/Meets \( \leq .8 \) = superior 
\(<.5\) = top

- Due Date : 05/15/2015
  
  Rating: Superior Performer
  
  Weight: 25%

Patient Safety and Quality

TNICU will improve hand hygiene scores to >90%

- Due Date :
  
  Rating: Solid, Strong, Good Performer
  
  Weight: 50%

Healthy Workforce
Tammy would like to work on her work life balance. She notes at time she has been overwhelmed with various aspects of her life. She would like to enhance her overall communication and the way she is perceived by her peers.

- Due Date :
  Rating: Solid, Strong, Good Performer
  Weight: 25%

### Goals Summary

<table>
<thead>
<tr>
<th>Rating: Solid, Strong, Good Performer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments: TNICU currently has a Cauti SIR rate of 0.817, placing us in the overall superior rating for this goal. This goal will be ongoing with an end date of May 2015, we must continue to be diligent in working to prevent these infections.</td>
</tr>
<tr>
<td>Hand Hygiene ytd for our unit is 90.5% compliant. Tammy notes that she takes hand hygiene seriously and uses proper technique for this process. We must continue to identify and hold those accountable that are not performing proper hand hygiene.</td>
</tr>
<tr>
<td>Tammy has improved on her work-life balance this past year. She is noted to be less visibly overwhelmed by her peers.</td>
</tr>
</tbody>
</table>

### Section 3 - Responsibilities

#### Transformational Leadership 1

Serves as a role model of professional nursing practice by serving as a recognized unit leader in one or more of the following areas: clinical expertise, teacher, specialized resource nurse, and/or evidence based practice. Consistently gives appropriate feedback to all members of the health care team and participates in the nursing peer review process. Promotes change that enhances the quality of patient care and the unit environment. Serves on teams and leads successful teams as a part of daily practice. Demonstrates highly developed clinical assessment and analytical skills within the context of Relationship Based Care. Actively participates in shared governance at unit level and serves on hospital-wide councils.

<table>
<thead>
<tr>
<th>Rating: Top Performer (Role Model)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight: 40%</td>
</tr>
</tbody>
</table>

#### Professional Practice 1
Applies the nursing process within the framework of Relationship Based Care to create a healing environment. Formulates daily goals and a plan of care for patients that involves the patient as partner and considers the individual needs of the patient in a holistic manner. Practices solid communication skills, and is able to articulate and translate the patient’s condition to other care providers and to negotiate and make recommendations for changes in patient care and unit practices. Patient documentation is comprehensive and promotes communication between caregivers. Demonstrates critical thinking in the identification of clinical, social, safety, psychological and spiritual issues for the patient care within an episode of care. Incorporates national professional organization as well as business unit and health system's goals to improve patient safety, quality and satisfaction of the patient experience in daily work. Creates a caring and compassionate patient focused experience by building healing relationships with patients, families and colleagues.

Rating: Top Performer (Role Model)
Weight: 30%

Structural Empowerment 1
Demonstrates a passion for developing others, enthusiastically and expertly precepts students, graduate nurses and new hires. Analyzes clinical and behavioral situations, identifying learning opportunities to improve patient care practices. Regularly seeks feedback on performance and applies continuous professional improvement. Supports continuous learning in the clinical area by sharing research, materials from professional organizations, presenting on the unit, supporting journal clubs, etc.

Rating: Superior Performer
Weight: 10%

Quality & Innovation 1
Identifies opportunities for clinical quality as well as workplace improvement. Applies evidence based practice as a regular aspect of professional practice. Serves on or leads teams that launch innovations in patient care or support a healthy workforce.

Rating: Superior Performer
Weight: 10%

Healthy Workforce 1
Builds and mends relationships among colleagues within the framework of a healthy workplace. Role models keen cultural awareness including preventing and addressing horizontal violence and impairment. Maintains a conscious balance between work and personal life through prioritization and delegation of responsibilities.

Rating: Superior Performer
Weight: 10%

Responsibilities Summary
Rating:  Top Performer (Role Model)

Comments:  Tammy earns an overall Top Performer rating in the responsibilities section. She is a strong clinical nurse who is seen as an expert in many areas by her peers. She knows what her patients need and is not afraid to advocate for it.

She has assumed the position of PEC chair and has led various projects over the past year. Tammy is also a Magnet lead and our unit champion and has played a huge part in the Magnet Journey this past year. She is also an active member of NEC and our unit based leadership committee. Her Peers thank her for her dedication to these committees and would like to see her update the unit on the happenings in theses house wide committees.

Tammy is a newly designated night shift charge. She is noted by her peers to give a thorough hand off. Peers encourage her to be more visible on the floor and available at the bedside for help with patient care. To direct her focus away from the charting and more on what is going on in the unit. Tammy feels that this is a misperception due to fulfilling charge responsibilities but understands that this is a perception.

As a primary preceptor, Tammy is able to provide orienteers with ongoing learning needs. I have asked Tammy on a couple occasions to pick up an orientee in the middle of their orientation to help focus the individual on the details of patient care.

Section 4 - Manager Verifications

Has the employee completed all mandatory training?

Rating:  Yes

Have you reviewed this employee’s security permissions?

Rating:  Yes

Have you verified all department specific competencies?

Rating:  Yes

Section 5 - Future Goals/Development Plan

Patient Safety and Quality
Departmental Goal (05/15/2014-05/15/2015): TNICU will achieve a CAUTI SIR of 1.0 = Expected/Meets, .8 = superior, <.5= top

- Due Date : 05/15/2015

Professional Development
Tammy will be perceived by her peers to be more visible and helpful at the bedside on the nights that she is in charge.

- Due Date :

Section 6 - Overall Summary
Summary

Rating: Superior Performer

Comments: Tammy is a great asset to the unit. She brings a vast amount of knowledge and dedication. This is visible in everything that she does. Tammy is noted to be supportive of not only the unit but the hospital as a whole.

Peers state: Tammy is a great asset to the unit. Tammy has recently taken the new role of night charge and we encouraged her to grow more comfortable within the role. It is noted that she can easily become overwhelmed with the multiple responsibilities of charge (IE. Staffing). We are excited to see her grow into her new role.

We thank Tammy for her time and dedication to our unit and the patients that we serve. We look forward to this next year and the growth that will occur.

Section 7 - Employee Comments
Employee Comments

Comments:

Section 8 - eSignature Section
Tammy Steger 09/23/2014 4:08:54PM
Employee Signature Date

Jennifer Wolfram 09/23/2014 7:45:58PM