FY18 GOAL-SETTING for RNs and APNs

Commit to perform at the highest level
Objectives

Explain the SMART performance goal criteria

Identify performance goal requirements

Utilize performance goal-setting tools and resources to develop performance goals
SMART Criteria

You're a square peg trying to fit into a round hole.
No, I'm a square peg trying to get OUT of a round hole, and I'm friggin' STUCK!

SPECIFIC
MEASURABLE
ACTIONABLE
RELEVANT
TIME
Requirements

Clinicians 1-4 & Wage RNs

1 | Team Development
1 | Professional Development
1 | Outcome/Results

APNs

1 | Team Development
1 | Professional Development
Team Development

- Focus on what is important to support a healthy work environment
- Consider team’s action planning from Engagement results
- Help with recognition, teamwork, communication, or area culture
- Consider what is meaningful within area’s Shared Governance
Team Development

Example:
I will partner with my colleagues to submit 2 detailed nominations for the Spring 2018 PNSO Nursing Awards.

Meets = 2 nominations
Exceeds = 3 or more
Professional Development

Focus on learning – learning is key to performance

Help stay current, hone skill sets, and re-ignite passion within existing responsibilities

Relevant for everyone, regardless of responsibility, tenure, or career aspirations

Help develop a new set of skills and knowledge base in order to grow
Professional Development

Example:
By June 30, 2018, I will obtain my certification in pain management.

Meets = by June 30, 2018
Exceeds = by April 30, 2018
Outcome/Results

Aligned with area specific quality outcomes and/or Healing or Serving quadrant goals

Narrowed to specific behaviors that impact the selected quality outcome

Meets and exceeds expectations are defined by area performance targets
**Outcome/Results**

**Example:**
For every patient on 12 South, I will provide quiet-at-night patient education and kit supplies to meet area goals by June 30, 2018.

Meets = targeted goal metric
Exceeds = stretch goal metric
Performance Management

Performance management (PM) involves the setting of applicable fiscal year (FY) goals along with ongoing evaluation and documentation of specific progress toward goals. At the end of the fiscal year, your performance progress culminates in the rating or appraisal of your performance in the form of a Performance Appraisal (PA).

Performance appraisals are conducted electronically using PeopleSoft software. The PA covers one fiscal year (July 1st - June 30th). All team members will be appraised on their role AND by the manager they report to as of June 1st.

Eligibility: All team members are eligible for a performance appraisal except for those:
- Hired on or after April 01, 2017
- On leave - appraisal will be completed within 30 days of returning from leave
- On performance warning - appraisal will be performed within 30 days of the end of the performance warning
- Who have not completed annual organizational mandatory training or competencies

For FY18, those in leadership roles (i.e., assistant manager role and above) and those in specific nursing roles (i.e., Clinician 1-4, Wage, and APNs) are required to complete the following tasks:
- Online SMART Goal Entry (number of goals is dependent upon your role)
- Self-Appraisal (SA: your perspective of your fiscal year performance)
- Colleague Input (CIs: peer review)

For FY18, some team members in other roles may be required by their leader to complete one or more of the following tasks:
- Offline SMART Goal Document (if required, this can be done on paper, in MS-Word, in PeopleSoft’s Performance Notes, etc.)
- Self-Appraisal (SA: your perspective of your fiscal year performance)
- Colleague Input (CIs: peer review)

The due date for all final FY18 performance appraisals, marked as completed, is August 31, 2018.

NOTE: FY18 goal setting worksheets and job aids are currently under development. Online entry of goals within ePerformance begins 11/13/17 with a due date of 12/31/17.

For detailed instructions on goal setting, self-appraisals, colleague input, performance appraisal, and/or secondary review see "Job Aids" below.
Forms & Worksheets

FY18 Goal-Setting Overview
for Clinicians 1-4, Wage RNs, & APNs 1-3

FY18 SMART goals are due December 31, 2017

Requirements

1. Team Development Goal
   - Focus on what is important to support a healthy work environment
   - Consider team's action planning from Engagement results
   - Help with recognition, teamwork, communication, or area culture
   - Consider what is meaningful within area's Shared Governance

2. Professional Development Goal
   - Focus on learning - learning is key to performance
   - Help develop current, future, skill sets, and requisite passion within existing responsibilities
   - Help develop a new set of skills and knowledge base in order to grow

3. Outcome/Results Goal
   (Clinicians 1-4 & Wage RNs Only)
   - Aligned with area specific quality outcomes and/or Nursing or Saving quadrant goals
   - Narrowed to specific behaviors that impact the selected quality outcome

SMART Goal Criteria

Specific
- Goals should be simply written and clearly define what you plan to do.

Measurable
- Goals should be measurable so that you have tangible evidence that you have accomplished the goal.
- The entire goal statement is a measure for the project initiative, but there are usually several short-term or smaller measurements built into the goal.

Actionable
- Goals should be able to be done or acted on; they should stretch you slightly so you feel challenged, but defined well enough so that you can achieve them.
- You must possess the appropriate knowledge, skills, and abilities to achieve the goal.

Relevant
- Goals should measure outcomes, not activities. They should be strategically aligned to the mission of the organization.

Time Bound
- Goals should be linked to a timeframe that creates a practical sense of urgency, or results in tension between the current reality and the vision of the goal.

SMART Goal (How will you measure the goal?)

Measurable
- Amounts produced
- Accurate, timely, and responsive
- Automated reports
- Costs reduced
- Customer satisfaction
- Feedback log
- Feedback
- Observation
- Other “stakeholder” feedback
- Work products
- Other documentation
- Productivity rates
- Quality accuracy rates
- Revenue generated
- Surveys
- Time saved
- Turnaround time

Specific (What will you do?)

Administer
- Coordinate
- Direct
- Evaluate
- Generate
- Implement
- Maintain

Manage
- Manage
- Produce
- Provide
- Support
- Transition

SMART Goal Examples and Idea Starters
for Clin 1-4, Wage RNs, & APNs 1-3

Team Development:

- Focus on what is important to support a healthy work environment
- Consider team’s action planning from employee engagement results
- Help with recognition, teamwork, communication or area culture
- Consider what is meaningful within area’s Shared Governance

Examples and Idea Starters

1. I will partner with my colleagues to submit 2 detailed nominations for the Spring 2017 PIONO Nursing Award.
   (Meets = 2 awards; Exceeds = 3 or more)

2. I will participate in our area’s employee engagement action plan and identify specific actions that I can own for implementation. Note: this is a goal that would require updating on specific action is identified.

   Employee Engagement item selected: Professional Development

   By February 28th, I will meet with 50% of employees to share learning opportunities that are specific to their professional role and provide guidance as needed to register or locate resources.
   (Meets = 50%; Exceeds = 60% or more)

3. To help reach our goal of improving our area’s culture of safety, I will recognize 1 team member monthly in our staff meeting or team huddle who has modeled behaviors such as preventing errors, speaking up for safety, or identifying hazards or risks to patient or team member safety.
   (Meets = 1; Exceeds = 3+)

4. I will plan 4 team lunches between October 1, 2017 and July 1, 2018 for team members to socialize and get to know each other to promote team building and stronger relationships.
   (Meets = 4; Exceeds = 5 or more)
# Activity #1

**TEAM DEVELOPMENT**

<table>
<thead>
<tr>
<th>STEP</th>
<th>TIME</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>1 min</td>
<td>Get into groups of 2 or 3</td>
</tr>
<tr>
<td>02</td>
<td>5 min</td>
<td>Discuss ideas with your group to improve your team’s engagement</td>
</tr>
<tr>
<td>03</td>
<td>5 min</td>
<td>Help each group member develop and write down one (1) <strong>team development</strong> SMART goal based on your discussion</td>
</tr>
<tr>
<td>04</td>
<td>4 min</td>
<td>Once each group member has a SMART goal, be prepared to discuss the goals with the large group</td>
</tr>
</tbody>
</table>

**TOTAL** 15 min
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**TOTAL**: 15 min
QUESTIONS?

Thank you for attending!

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