Framing a successful, comprehensive and individualized performance improvement process (PIP)

Step 1: Identify and involve key stakeholders (Nurse Directors, Clinical Leaders, Educators, RN)

Step 2: Work collaboratively with nursing leadership to define competency

Step 3: Align the definition with the Massachusetts Department of Higher Education “Nurse of the Future Core Competency Framework”

Step 4: Establish eligibility criteria for PIP utilization

Step 5: Develop and implement an individualized PIP

Components of the Performance Improvement Process (PIP)

Remediation
Individualized Performance Assessment Plan

Reflection
Written Narrative completed by RN

Validation
Competency Assessment by Clinical Leader

Evaluation
Regularly scheduled follow up meetings

Data Analysis

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<th>Successful Completion</th>
<th>Voluntary Resignation</th>
<th>Total Improvement</th>
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Two Distinct Outcomes from the PIP

1. Successful completion
   - The RN successfully completes the goals and objectives of the individualized plan
   - Performance improvement is sustained

2. Voluntary resignation
   - The RN recognizes the benefit of voluntary resignation

Potential consequences of not addressing poor performance

- Culture of safety is negatively impacted
- Standards of nursing practice erode
- Professional development needs of the RN are neglected or seemingly dismissed
- Organizational mission and goals are not consistently met

Reasons to address performance gaps

According to the annual Gallup survey on professions, nurses consistently receive top accolades for honestly and ethical standards from people across America. Clearly the public trusts nurses.

What is the role of the health care institution in ensuring that this trust is preserved?

Relevance to Practice

- Applicable across all practice areas and in a wide variety of health care settings
- Useful to address performance concerns across the experience continuum from entry into practice to the experienced RN