



Staff Nurse - Peer Feedback Tool

Department of Nursing

Date: _____

Employee Name: _____
(Please Print)

Appraiser: _____
(Please Print)

Signature: _____

Signature: _____

Directions: Provide feedback on 2 core competencies: 1 core competency must be Learning and Innovation (mandatory). **Choose 1 other core competency of your choice.**

The requirement from CNO's Quality Assurance Program is to apply a CNO practice guideline/standard to 2 goals in your Learning Plan. When developing your goals for the coming year, you will need to consider which College practice standard/guideline relates to your learning goal (s). The same practice standard/guideline or 2 different practice standard/guidelines can be applied to each goal.

CORE COMPETENCY – Mandatory Completion – Learning and Innovation

Learning and Innovation:

- Identifies inefficiencies or areas for improvement in current practices.
- Demonstrates openness to learning new and different ways of doing tasks.
- Continually strives to develop own professional knowledge and skill base and is committed to continuous self-improvement.
- Initiates and supports process and quality initiatives in department / unit.
- Responds to new and innovative ideas in an effort to effectively problem solve for resolution.

Areas of strength:

Opportunities for further development (consider incorporating these into your Performance Appraisal (PA) as part of your learning goals):

Choose ANY Additional Core Competency

Patient & Family Centered Care:

- Approaches planning, delivery and evaluation of care that facilitates mutually beneficial partnerships between patients, family caregivers, health care providers and the overall system.
- Approaches each individual as a whole person with unique needs and commits to providing exceptional care and service in a safe and compassionate environment, in hospital, community and home.
- Adheres to the four key principles of serving patient and family centered care; dignity and respect, information sharing, participation and collaboration.

Service Excellence:

- Takes personal accountability to deliver service that reflects an empathic consideration of the service recipient's current needs before, during and after each interaction.
- Consistently demonstrates Sinai Health Service with Heart principles to all patients, family caregivers, and to all Sinai Health People; employees, volunteers, learners, physicians, and scientists.
- Opens all introductory exchanges with **START** with Heart;
 - Smile and greet warmly;
 - Tell your name, role and what to expect;
 - Actively listen;
 - Rapport Building; (use courtesy)
 - Thank the person.
- Receives concerns, issues or complaints, with Respond with **HEART**
 - Hear the Story (actively listen);
 - Empathize (acknowledge impact);
 - Apologize (for service failure);
 - Respond; (Offer to resolve concerns or forward to the appropriate person)
 - Thank them.
- Embraces personal accountability to meet our service expectations in the Sinai Health Declaration of Patient Values
- Contributes to positive employee work life by demonstrating service excellence to all our people.

Collaboration:

- Actively works with others to establish positive working relationships in order to achieve shared goals and objectives.
- Openly shares information, knowledge, experience, expertise or feedback in support of other team members' goal achievement.
- Puts shared goals ahead of personal goals, supports team decisions and acts accordingly in all situations.
- Delivers on own share of the work in a timely manner; contributes to other members' goals/work.
- Uses respectful communication when working with all colleagues.



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Leadership:

- Demonstrates commitment to the vision, mission and values of Sinai Health System and clearly understands how their own role contributes to the achievement of the system's overall goals.
- Supports a shared team vision and helps team members link their actions/ contributions to the team vision.
- Practices leadership; takes initiative within own scope of control and appropriate risks to achieve success.
- Demonstrates hope, optimism and confidence when facing challenging issues
- Demonstrates resiliency in the face of change, using open, honest and forthright communication when dealing with issues or concerns

Contributing to a Healthy Workplace and Culture:

- Models a healthy life-style (physical, mental, and social wellbeing) by maintaining a healthy work life balance.
- Copes well with high levels of ongoing change by maintaining good physical and psychological health.
- Demonstrates behaviors that contributes to a positive and supportive culture in which people feel heard, respected and valued.
- Demonstrates a commitment to patient and employee safety and participates in open discussions of issues and reporting of all near miss and actual incidents.
- Demonstrates knowledge of human rights and diversity issues; fosters a healthy workplace free from discrimination and harassment

Name of Core Competency:

Areas of strength:

Opportunities for further development (consider incorporating these into your Performance Appraisal (PA) as part of your learning goals):