

Date: October 14, 2021

Re: MGH Annual Review for RNs, APRNs, Nursing Managers/Directors

To all department leaders and PeopleSoft managers:

Please be advised that MGH has a detailed policy on elucid on how to complete an annual review for *all* nursing roles, regardless of geography, title, and/or leadership status. While several departments transitioned to electronic evaluations for nursing, many ambulatory areas have not transitioned yet. If your department is still using paper evaluations and has not yet started using the electronic format, **continue** to use the paper evaluations. It is essential that you are compliant with the MGH policy when performing an annual review by using the correct evaluation form.

Why is this important?

MGH nurses have received the highest national honor from the American Nursing Credentialing Center (ANCC) with our recognition as a Magnet Hospital. As part of this honor, nurses are encouraged to critically think, engage in their annual goals, and have a voice in clinical care, patient safety, process improvement, and their own professional development. Our evaluation process is specifically designed to enable MGH nurses at all levels to achieve their professional goals and align with the department/division and organization's strategic plan.

Performance evaluation workflow for all nurses

1. **Electronic reminder:** HR will send the nurse's PeopleSoft manager an electronic alert four weeks prior to the due date of the evaluation. Please note: The PeopleSoft manager may not be a nurse manager or director.
 - If there is a nurse leader in the department, the PeopleSoft manager should immediately forward this to the nurse leader.
 - If there is no nurse leader in the department, department leaders will need to create a workflow for the PeopleSoft manager to forward this to Julia Edmondson (JEdmondson@mgh.harvard.edu) for RNs and Darlene Sawicki (DSawicki1@mgh.harvard.edu) for APRNs.
2. **Self-evaluation:** The nurse completes the self-assessment part of the appropriate evaluation form. *See the QR code below for links to the forms.*
3. **Transfer of evaluation to manager/director:** The nurse sends the completed evaluation form to the nurse manager/director.
 - If a nurse has worked closely with a manager/director who is not an RN and would like that person's input, this can be added to the evaluation; however, the evaluation must then be sent to a nurse manager/director for a final signature. The policy specifies that all nurses have a nurse manager/director sign off their evaluation.
 - If the nurse's department does not have a nurse manager or director, RNs should reach out to their ACN and APRNs to the director of APP (specified above). If their ambulatory department does not have a nurse manager or director or an ACN, nurses should reach out to MGHAmbClinicalPrograms@partners.org for guidance.

4. **Peer review:** The nurse initiates peer review by sending the appropriate peer review form to one of their peers who they have worked with closely during the last year. *See the table below for links to the forms. APRNs do not need to complete the peer review steps, as this is completed in OPPE/FPPE.*
5. **Evaluation by manager/director:** The manager/director reviews the evaluation form and peer review documents and completes their portion of the evaluation form.
 - **Attention Nurse Managers:** If the nurse does not meet expectations, the next step is to discuss an action plan with the nurse and schedule a follow-up meeting within a reasonable time frame to allow the nurse to improve or implement the agreed-upon action and provide feedback.
6. **Goal creation:** The manager/director and nurse identify if last year's goals were completed and work together to create goals for the upcoming year. Please consider using a SMART (Specific, Measurable, Achievable, Realistic, and Timely) approach for goals.
7. **Signature by nurse manager/director and submission of final copy:** The nurse manager/director signs off the evaluation and provides a final copy to the nurse and HR.



Scan this QR code to navigate to a site with performance evaluation/peer review forms and a link to the policy.

We thank you in advance for your attention and cooperation with the policy. Should you have any questions or concerns, please feel free to reach out to your HR generalist.

Sincerely,

A handwritten signature in black ink that reads "Debbie Burke".

Debbie Burke, RN, DNP, MBA
SVP Patient Care Services & Chief Nurse
Jeanette Ives & Paul Erickson Chair
Massachusetts General Hospital

A handwritten signature in black ink that reads "Inga T. Lennes".

Inga T. Lennes, MD, MPH, MBA
SVP Ambulatory Care and Patient Experience
MGH/MGPO