

SUMMER NURSING INSTITUTE

**School of Nursing
American University of Beirut
In Collaboration with Johns Hopkins University School of Nursing, USA**

COURSE TITLE: Improving Quality and Outcomes through Performance Management

COURSE OFFERED: AUB Summer Institute 2007

FACULTY: Janice Hoffman, RN, PhD
Faculty
Johns Hopkins University School of Nursing

Contact Information

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COURSE DESCRIPTION: This course/seminar will focus on the relationships between staff performance, quality, and outcomes. Performance management, guided by clear role responsibilities, congruence between role expectations and role responsibilities, and comprehensive evaluation and feedback, will be explored. Case studies and current strategies used to facilitate performance management will be presented.

LEARNING OUTCOMES:

By the end of this course, students/participants will be able to:

1. Examine the impact of performance management and role expectations on staff performance and patient outcomes, and apply findings to current role/position.
2. Discuss the roles of nurse managers, nurse educator, and staff in the orientation, socialization, and ongoing development of nursing staff, and apply findings to current practice area.
3. Examine integration of critical thinking and clinical decision making in staff development, and describe strategies to facilitate these in current clinical practice setting.
4. Using patient population data, sentinel events, and clinical outcome of current practice setting, identify strategies to incorporate this data in staff development activities.
5. Explore key elements of performance appraisal, and develop a plan for application in current practice setting.

SEMINAR SCHEDULE

- July 2:** Course Overview
Overview of Performance Management
Overview of Best Practices for Attracting and Hiring Staff
- July 3:** Orientation and Mentoring of New N
Role of Nurse Manager
Role of Nurse Educator
Role of Preceptor
Responsibilities of the New Hire
- July 4:** Building Your Team
Continuous Staff Development
Maintaining Competence
- July 5:** Performance Appraisal
Career Development/Management
Clinical Ladders
- July 6:** Putting It All Together
Presentations

FORMAT: Classes will be a combination of lecture, class discussions, case study analyses, and small group activities. A detailed reading list will be provided upon registration

EVALUATION METHODS: Pass/Fail

Class Participation/Case Study Analyses: 40%

Presentation: 60%

Based upon individual interest and current role/position, students will identify an element of performance management (interviewing, orientating, mentoring, etc), and develop a presentation for the class.

REFERENCES:

Selected Journal Articles

Ellis, J.R. & Hartley, C.L. (2004). *Managing and Coordinating Nursing Care (4th ed)*. Philadelphia: Lippincott, Williams, and Wilkins

Marquis, B.L. & Huston, C.J. (2003). *Leadership Roles and Management Functions in Nursing: Theory and Application (4th ed)*. Philadelphia: Lippincott, Williams, and Wilkins

Porter-O-Grady, T. & Malloch, K. (2007). *Managing for Success in Health Care*. St. Louis, MO: Mosby/Elsevier.

Yoder-Wise, P.S. & Kowalski, K.E. (2006). *Beyond Leading and Managing: Nursing Administration for the Future*. ST. Louis, MO: Mosby/Elsevier.