

Johns Hopkins Bayview Medical Center	
GENERAL CLINICAL RESEARCH CENTER	Policy No.: 116 Original Date: Unknown Previous Date: 07/91 Revised Date: 09/00
Performance Improvement Plan	

Purpose: To delineate the responsibility and accountability for the generation and evaluation of the GCRC Performance Improvement Plan.

Procedure:

1. The structure of the GCRC Performance Improvement Plan is integrated with the JHBMC’s organizational mission, visions, goals, quality outcomes, strategic and management imperatives, as well as research, OSHA, and JCAHO regulations and standards of care.
2. Program objectives, monitoring criteria, and assessment schedules are determined following an extensive evaluation of the previous year’s findings of excellence and/or areas needing improvement. The new plan is approved for implementation by the GCRC administrative team.
3. The Patient Care Manager is accountable for the unit-based GCRC Nursing Performance Plan. This includes nursing program evaluation, and assuring that outcome monitoring and corrective plans are in place. Components of the process are delegated to a Senior Clinical Nurse, who is responsible for leading the unit-based interdisciplinary GCRC Performance Improvement Committee.
4. Leading the unit-based interdisciplinary GCRC Performance Improvement Committee, a Senior Clinical Nurse, is responsible for incorporating other staff into the process of indicator selection, data collection, analysis, and the recommendations of corrective actions and strategies. All GCRC staff members are individually responsible for being familiar with and participating as needed in the GCRC’s plan and activities.
5. The Patient Care Manager acts as a mentor for the GCRC Performance Improvement Committee. This role includes maintaining the integrity of the Performance Improvement Process, the selection of indicators or processes that support organizational and GCRC goals for measurement, assessment, and evaluation.
6. The GCRC Performance Improvement Plan encompasses all aspects of care, services, organizational functions and the research process as it is provided on the GCRC. The plan incorporates ongoing monitoring and evaluation activities as they support the GCRC and JHBMC systems, goals, mission, and visions. High volume, high risk, and problem prone aspects of care are the highest priority for monitoring and evaluation.
7. The GCRC adheres to the JHBMC Focus-PDCA (Plan, Do, Check, Act) model for Performance Improvement.

8. Opportunities for improvement and findings of excellent performance are reported at staff meetings, and to GCRC administration, the GCRC Advisory Committee and the JHBMC Performance Improvement Committee.

Originator: GCRC Clinical Nurse Specialist

References: JHBMC Performance Improvement Plan, 2000

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