

PERFORMANCE APPRAISAL FOR ER

“Evaluating and Enhancing Emergency Room Staff Performance for Better Patient Outcomes”

Schedule

Date	Venue	Fees
04 - 05 Mar 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

Introduction

In the high-pressure environment of an emergency room (ER), performance appraisals must go beyond administrative tasks—they must support clinical excellence, accountability, and staff development. A well-structured appraisal system in ER settings enhances staff motivation, communication, and patient care outcomes.

This 2-day training course equips hospital supervisors, HR personnel, and department leaders with the tools to implement and conduct effective performance appraisals tailored specifically for ER personnel. The course emphasizes fairness, objectivity, feedback, and continuous improvement while navigating the unique challenges of emergency care.

Objectives

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

- Understand the purpose and value of performance appraisals in emergency healthcare settings
- Design and implement effective appraisal systems for ER staff
- Use qualitative and quantitative methods to evaluate performance
- Provide constructive feedback to drive individual and team development
- Align appraisals with patient safety, staff competency, and hospital performance goals

Why Attend

- Ensure consistent and fair evaluation of ER staff under pressure-filled conditions
- Promote a performance-driven culture that values clinical quality and accountability
- Strengthen communication and feedback loops between staff and leadership
- Learn how to handle performance issues constructively and legally
- Support continuous professional development and retention of skilled staff

Target Audience

This program is designed for:

- Emergency room supervisors and nurse managers
- Hospital HR professionals and department heads
- Medical directors and clinical team leaders
- Performance improvement and quality assurance staff
- Trainers and healthcare administrators involved in staff appraisal systems

Individual Benefits

Key competencies that will be developed include:

- Performance assessment techniques specific to emergency care settings
- Coaching and feedback delivery skills
- Objective scoring and documentation methods
- Conflict resolution and motivational communication
- Ability to link performance results to development planning

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved ER team efficiency and staff morale
- Stronger alignment between individual contributions and hospital KPIs
- Reduced staff turnover and enhanced retention of top performers
- Better patient outcomes through more accountable and engaged staff
- Streamlined and compliant performance evaluation processes

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - ER-specific appraisal frameworks and legal considerations
- Case Studies - Real hospital scenarios involving performance issues and resolutions
- Workshops - Appraisal form design, feedback roleplays, and performance planning
- Peer Exchange - Shared experiences from ER leaders and HR practitioners
- Tools - Templates for evaluation forms, scoring rubrics, and feedback guides

Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Foundations of ER Performance Appraisal

- Module 1: Understanding ER Roles and Performance Dimensions (07:30 - 09:30) • Unique challenges of emergency care performance evaluation • Core competencies for ER nurses, physicians, and support staff • Defining goals, expectations, and standards of care
- Module 2: Designing the Appraisal System (09:45 - 11:15) • Choosing the right appraisal format (rating scales, narratives, 360° feedback) • Aligning performance criteria with hospital objectives • Legal, ethical, and confidentiality considerations
- Module 3: Appraisal Tools and Metrics (11:30 - 01:00) • Quantitative metrics: response times, patient throughput, documentation accuracy • Qualitative inputs: teamwork, communication, professionalism • Integrating peer and supervisor assessments
- Module 4: Workshop - Building an ER Appraisal Template (02:00 - 03:30) • Group activity to develop role-based performance forms

Day 2: Conducting the Appraisal and Driving Improvement

- Module 5: Giving Constructive Feedback (07:30 - 09:30) • Techniques for positive and developmental conversations • Handling defensiveness and emotional responses • Coaching for performance improvement
- Module 6: Addressing Underperformance (09:45 - 11:15) • Identifying performance gaps and root causes • Documenting and managing performance concerns • Disciplinary vs developmental action
- Module 7: Linking Appraisal to Development and Outcomes (11:30 - 01:00) • Using appraisals for training needs analysis • Goal setting and personal development planning • Tying performance to recognition and advancement
- Module 8: Simulation - Conducting a Feedback Session (02:00 - 03:30) • Roleplay and peer feedback on mock appraisal interviews

Certification

Participants will receive a Certificate of Completion in Performance Appraisal for ER, validating their expertise in evaluating, coaching, and developing emergency healthcare professionals for improved service delivery and team performance.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training

Interested in running this course for your team?

Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.