



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Nursing Service Division		<b>POLICY NUMBER:</b> DPOTMH-MPP-SURGCOM-ASC-P018-(01)	
<b>TITLE/DESCRIPTION:</b> <div>POLICY ON EVALUATING RMCI TRAINING PROGRAMS</div>			
<b>EFFECTIVE DATE:</b> February 10, 2025	<b>REVISION DUE:</b> February 9, 2028	<b>REPLACES NUMBER:</b> N/A	<b>NO. OF PAGES:</b> 1 of 8
<b>APPLIES TO:</b> Ambulatory Surgical Center		<b>POLICY TYPE:</b> Multi Disciplinary	

## PURPOSE:

1. Riverside Medical Center, Inc. (RMCI) heavily supports capitalizing on its human resources through conducting trainings/seminars/workshops, both in-house and external, in order to empower employees, fill gaps in their skill sets, and contribute to their overall career development. This policy shall set the standard in the process of evaluating all RMCI training programs for the Ambulatory Surgical Center.
2. The purposes of the evaluating process are:
  - 2.1 to improve the training programs;
  - 2.2 to maximize transfer of learning to employee performance and organizational outcomes;
  - 2.3 to demonstrate the value of training to the RMCI.

## DEFINITIONS: N/A

## RESPONSIBILITY:

Immediate Superior, HR – Training and Development Section

## POLICY:

## FRAMEWORK:

The Evaluation Process is anchored to Kirkpatrick's Four (4) levels of training evaluation. The Kirkpatrick Model is a globally recognized method of evaluating the results of training and learning programs. It assesses both formal and informal training methods and rates them against four levels of criteria: (1) reaction, (2) learning, (3) behavior, and (4) results.

The first level of criteria is "reaction," which measures whether learners find the training engaging, favorable, and relevant to their jobs. Level 2 gauges the learning of each participant based on whether learners acquire the intended knowledge, skills, attitude, confidence and commitment to the training. Level 3 measures whether participants were truly impacted by the learning and if they're applying what they learn. Lastly, Level 4 is dedicated to measuring an organization's business outcomes such as the Key Performance Indicators that were established before learning was initiated. However, the RMCI shall only utilize the first three phases of the model.





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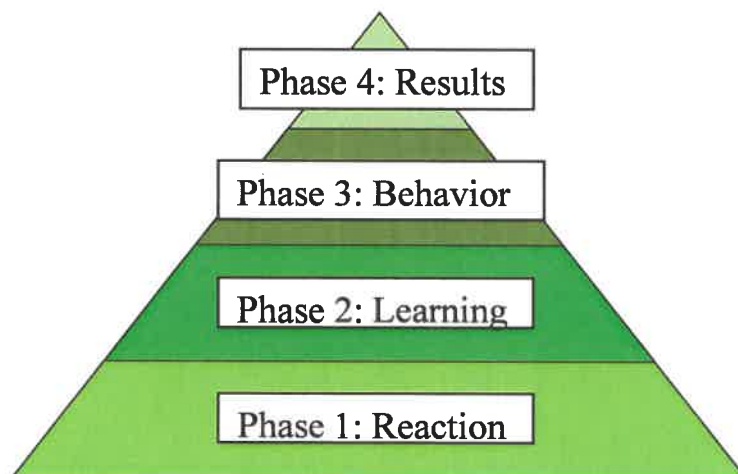
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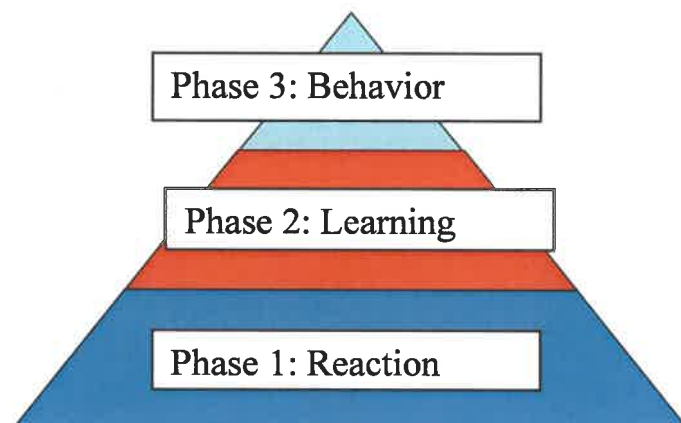
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**Figure 1. The Kirkpatrick Model of Training Evaluation**



**Figure 2. RMCI Model of Training Evaluation**



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1. All trainings/seminars/workshops attended by employees from the Ambulatory Surgical Center shall go through the first three phases of training evaluation. This policy however, covers only the internal trainings and other identified trainings that are relevant to the employee's job position, whether online or in person.
2. The Human Resources – Training & Development Section shall oversee and spearhead the entire training evaluation process and ensure that all training evaluation forms are accomplished.
3. All employees who underwent training and such shall adhere to this policy and participate in the training evaluation process.
4. The second and third phase of the training evaluation process shall be in a pass or fail format. This implies that participants who cannot meet the cut-off or expected objectives of the last two phases shall go through the evaluation again until expectations are met.
5. Immediate heads of employees who have undergone training shall be responsible in ensuring that their subordinates have complied with the training evaluation process.
6. At the end of every training evaluation process, the Training and Development Specialist shall consolidate all pertinent data and produce a training evaluation report.

## **TURN AROUND TIME:**

<b>TRAINING EVALUATION</b>		
<b>Training Phases</b>	<b>Accomplishment of Evaluation</b>	<b>Submission</b>
Phase 1: Reaction	At the end of the training	Same day the 1 <sup>st</sup> evaluation was given
Phase 2: Learning	3 months after the training	Same day the 2 <sup>nd</sup> evaluation was given
Phase 3: Behavior	6 months after the training	Same day the 3 <sup>rd</sup> evaluation was given





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## PROCEDURE (SOP):

1. At the end of every internal training/seminar in RMCI, the HR staff shall facilitate the training evaluation through distributing the Training Evaluation Tool to all participants.
2. The participants of the training shall accomplish the first phase of evaluation and submit it at the end of the training/seminar.
3. The HR – Training and Development Section shall gather and consolidate the results.
4. After three months, the participants of the training shall undergo the second phase of the training evaluation to be facilitated by the HR – Training and Development Section. In case the participant cannot meet the cut-off of the second evaluation, he/she shall go through the evaluation again.
5. After six months, the participants of the training shall undergo the third and last phase of the training evaluation to be facilitated by the HR – Training and Development Section and the immediate head of the employee shall determine if the employee met the expected outcomes of the training. In case the participant cannot meet, he/she shall attend the training again.
6. Participants who have successfully completed the evaluation shall be given recognition by the HR – Training and Development Section.





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<b>WORK INSTRUCTION:</b>	
<b>KEY TASK</b>	<b>PERSON RESPONSIBLE</b>
1. Facilitate the training evaluation through distributing the Training Evaluation Tool to all participants.	HR – Training and Development Section
2. Accomplish the first phase of evaluation and submit it at the end of the training/seminar.	Participants of the training
3. Gather and consolidate the results.	HR – Training and Development Section
4. Undergo the second phase of the training evaluation to be facilitated by the HR – Training and Development Section.	Participants of the training
5. Undergo the third and last phase of the training evaluation to be facilitated by the HR – Training and Development Section	Participants of the training
6. Determine if the employee met the expected outcomes of the training.	Immediate head
7. Gives Recognition to the participants who have successfully completed evaluation.	HR – Training and Development Section
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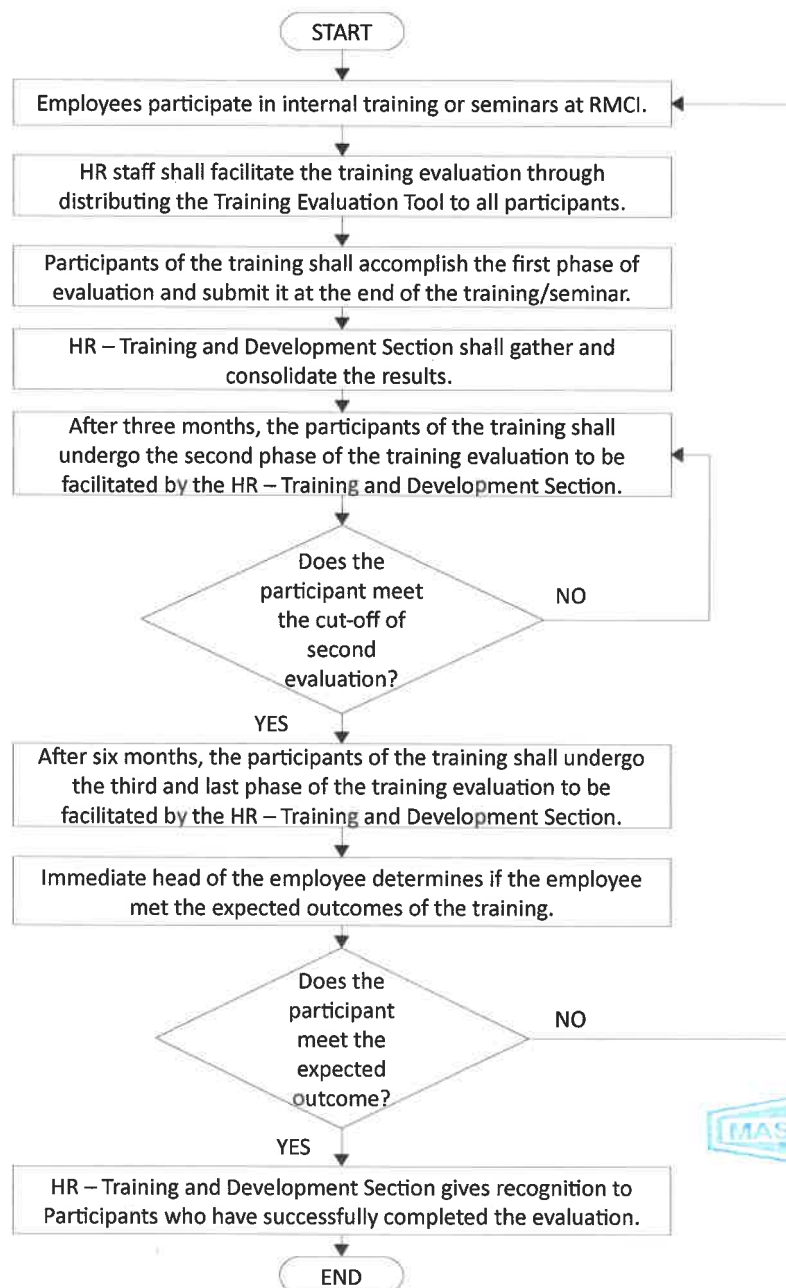
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**WORK FLOW:**

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<b>FORMS:</b> DPOTMH-HRD-F033 – Training Evaluation Tool
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> N/A







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