



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Nursing Service Division		POLICY NUMBER: DPOTMH-MPP-SURGCOM-ASC-P019-(01)	
TITLE/DESCRIPTION: POLICY ON PERFORMANCE MANAGEMENT PROGRAM			
EFFECTIVE DATE: February 10, 2025	REVISION DUE: February 9, 2028	REPLACES NUMBER: N/A	NO. OF PAGES: 1 of 7
APPLIES TO: Ambulatory Surgical Center		POLICY TYPE: Multi Disciplinary	

PURPOSE:

It is the policy of the company to provide a venue and a process for managing the performance of all employees. This shall ensure the achievement of business goal, promote employee development, and maintain a culture of continuous improvement.

DEFINITIONS:

Performance Management Program (PMP) – a systematic process for improving organizational performance by developing performance of individuals and teams. It is a means of getting results by understanding and managing performance within an agreed framework of planned goals, standards and competency requirements.

Strategic Objectives - tasks based on the Business Plan, composed of the Division's Objectives.

Job Description - refers to the detailed description of job responsibilities, qualification standards which includes education, experience and general competencies.

Company Events/Activities - programs conducted to support the attainment of the Company's Vision & Mission.

Major Events - pertains to activities which require the whole organization's participation (e.g., Employees' Day, Summer Outing, etc.).

Minor Events - activities initiated by the Division that pertains to its workforce and/or their clients and other events aside from major events.

Committee involvement - the degree/level of participation of an employee to the activity conducted.

Infraction. An act that breaks the rule or law; a violation

Performance Factor - derived from the scores in Strategic Objectives and Duties and Responsibilities weighted as 20% and 80% respectively for Rank & File, 60% and 40% respectively for Section Head & Department Heads and, 50% and 50% for Division Heads respectively.

RESPONSIBILITY:

Corporate Human Resource Officer, Training & Development Supervisor, Training & Development Staff, Section/Department Heads, and all employees

POLICY:

All permanent employees from the Ambulatory Surgical Center shall subjected to performance evaluation.



1. The Immediate Superior (Section Head/Department Head/Division Head/President) shall discuss the PMP to the employee & evaluate the performance of the employee directly under his line of



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authority.

2. The next level superior (Department Head/Division Head/President) signs the performance evaluation of the employee under his line of authority.
3. PMP shall commence on January through Performance Planning.
4. Performance Mid-year Review shall be conducted every July and the Performance Year-end Review shall be conducted every December.
5. Performance Planning, Performance Mid-year Review & Performance Year-end Review shall be initiated by the immediate superior through a one-on-one meeting discussion and agreement with the employee and then signed by the next level superior.
6. Employees with "Below Expectation" ratings shall undergo Performance Intervention Program (PIP). The immediate superior shall submit the accomplished PIP form to the Human Resource Division as a supporting document that intervention plans to improve the performance of the employee has been planned, discussed and agreed.
7. Newly regularized employees, from February 1 to July 15 of the year, shall have their Performance Planning accomplished one month after the date of their permanency, then follows the schedule for Performance Mid-year Review, with the introductory performance appraisal for probationary as basis for rating, and shall undergo the Year-end Review.
8. Changes made by the immediate superior in the task assignment of the employee needs to be agreed upon by the employee and approved by the next level superior.
9. The employee shall have an access in viewing his PMP. The immediate superior and the next level superior shall have an access in viewing the PMP of their staff.





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STEPS OF IMPLEMENTATION:

Part I: Performance Planning

1. The immediate superior shall identify the employees for evaluation.
2. All permanent employees shall undergo yearly performance planning of the PMP on or before February 28th.
3. For individual evaluation, the immediate superior shall encode the name, period covered, date hired, position during performance period, section (specific unit), department and division of the employee for evaluation.
4. The immediate superior shall encode the tasks under Strategic Objectives and duties and responsibilities based on the job description of the employee then meets with the employee to discuss and agree on the individual performance objectives & PMP (Performance Factor, Other Factors, and ratings) for the year based on the strategic business plans & management directions.
5. After the meeting, the immediate superior shall identify the recommended trainings for the employee and affix his/her signature then forwards it to the employee and the next level superior for conformity and signature of approval.
6. The immediate superior shall provide a signed copy of the PMP form and the recommended trainings to the Human Resources for 201 filing.





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Part II: Performance Mid-Year Review

1. All permanent employees as of July 15 of the year shall be part of the Performance Mid-year Review of the PMP and shall undergo the review on or before July 31 of the same year.
2. Prior to the review meeting, the immediate superior and the employee shall individually prepare a progress report on performance achievements.
3. The immediate superior and the employee shall meet to discuss the status of the performance factors. Scoring and discussion points are documented through the Performance Mid-year Review Report.
4. After the rating, the immediate superior shall identify the areas for development and recommended trainings for the employee which shall be forwarded to the Human Resource Division. Then, after signing, the form shall be forwarded to the employee and the next level superior for signature of conformity.
5. The immediate superior shall provide the employee with a signed copy of the PMP form and submits the original copy to the Human Resource for 201 filing.
6. The immediate superior shall submit the list of all the employees with their corresponding average scores and the overall performance of the section/department/division in PDF format and forwards a copy to the next level superior.





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Part III: Performance Year-end Review

1. All permanent employees as of December of the year shall be part of the Performance Year-end Review of the PMP and shall undergo the review on or before January 31 of the succeeding year.
2. The immediate superior shall assess the employee for the year-end review and through the 360° Feedback Form. The immediate superior shall route the form for feedback to the randomly selected peer, subordinate (for Supervisory) and clients.
3. The immediate superior shall schedule a one-on-one meeting with the employee to review and discuss the overall performance rating and the summary of the 360° Feedback of the employee for the year. Prior to the meeting, the immediate superior and the employee shall prepare the overall performance report of the employee.
4. After the meeting, the immediate superior shall identify the key strengths of the employee. Then, after signing, the form shall be forwarded to the employee and the next level superior for signature of conformity.
5. The immediate superior shall provide a signed copy of the PMP form to the employee and to the Human Resource for 201 filings.
6. The immediate superior shall submit the list of all the employees with their corresponding average scores and the overall performance of the section/department/division in pdf format and shall forward a copy to the next level superior.
7. The overall performance rating of the employees shall be calibrated versus the business performance by the Management Committee per Division.





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PROCEDURE (SOP): N/A
WORK INSTRUCTION: N/A
WORK FLOW: N/A
FORMS: <ol style="list-style-type: none">Performance Management Planning Form<ul style="list-style-type: none">Mid-year Performance Appraisal FormYear-end Performance Appraisal FormStrategic Objectives Performance Appraisal Form<ul style="list-style-type: none">Summarized performance ratings per areaOther factors formPerformance Improvement Plan Form
EQUIPMENT: N/A
REFERENCES: N/A





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