

Administrative Division - Medical Unit Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Patient seen for consultation	1800 LTO employees and their dependents examine and request for consultation	5	Always according to standards	100% meeting the success indicators	Immediately		Medical Unit
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	Later/Never		
Patient with medical prescription	1800 LTO employees and their dependents recommend for medical prescription and assistance	5	Always according to standards	100% meeting the success indicators	Immediately		Medical Unit
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	Later/Never		
Blood pressure check up	800 LTO employees request for blood pressure check up and monitoring	5	Always according to standards	100% meeting the success indicators	Immediately		Medical Unit
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	Later/Never		
Medical Examination for issuance of license	1,100 government, PWD request for medical examination for issuance of student permit/ renewal and issuance of ..	5	Always according to standards	100% meeting the success indicators	Immediately		Medical Unit
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		

	licenses	2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	Later/Never	