

Performance Evaluation

1. Introduction

Providence Health Care (PHC) supports a consistent approach to evaluate and improve all employees' performance through clear definition of responsibilities and expectations, recognition of positive performance, regular feedback, and constructive evaluation. Performance evaluation at PHC is aimed at developing and motivating employees to achieve professional and individual development, program/service, and organizational goals and aims. Employees, patients and the organization benefit from the engagement and motivation of employees produced by clear expectations, regular feedback, and recognition that an effective performance evaluation process allows.

1.1. Purpose

The purpose of this policy is to:

1. Define the scope for performance evaluation at PHC
2. Outline responsibilities of employees and leaders
3. Set out guidelines and procedures for performance evaluation for both excluded and unionized employees.

1.2. Scope

This policy applies to all regular full-time and part-time employees of PHC.

2. Policy

2.1. Evaluating Unionized Employees

The performance of unionized employees is evaluated once every two years. Feedback may be delivered to an employee from his/her manager or by an employee to his/her manager at any time during a performance evaluation cycle.

2.2. Evaluating Excluded Employees

The performance of excluded employees is evaluated every year and is based on 5 competencies: Service to Others, Quality, Partnership, Communication, Innovation and Initiative. Leaders will also discuss with employees their key accomplishments, their impacts and how PHC values were lived. Feedback may be delivered to an employee from his/her Leader or by an employee to his/her manager at any time during a performance evaluation cycle.

3. Responsibilities

3.1. Unionized Employees

Performance evaluations completed as per Section 2.1 are documented by the employee's manager and can be printed at the request of the employee. Additional forms may be used to document performance based on individual union contracts or department norms.

3.2. Excluded Employees

Outcomes of annual performance conversations are documented by the Leader in HR Connect as part of the Accountable Compensation Process.

4. Supporting Documents

4.1. Guidelines/Procedures/Forms

<https://connect.phcnet.ca/life-career/employee-resources/pay-benefits-records/compensation-classification/accountable-compensation>

5. Definitions

"Performance Evaluation" is a determination of an individual's job-related actions and their outcomes delivered in a regularly held conversation and documented.

"HR Connect" is the software system PHC is using to document performance conversations.

"Performance Conversation" is an informal discussion between managers and excluded staff members held every two months, ideally within already scheduled 1:1 meetings

"360° Feedback" is an optional process in which excluded employees receive confidential, anonymous feedback from a variety of people the employee works alongside (employee's manager, peers, direct reports, clients, patients and/or external partners)

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