

(Head of Health Facility)

Policy/Procedure Title: Staff Performance Evaluation & Management

SERVICES	Administration		
Applied To	All staff		
Policy Code	HR05		
Effective Date	June, 2024	Revision Date	July, 2025
	Position	Names	Date and Signature
Responsible			
Supervisor			
Approval			

Purpose: to ensure that employee performance appraisals are timely and effectively conducted to enforce efficiency of service delivery.

Policy Statements:

The dispensary shall establish and implement a plan for employee performance appraisals.

Employee Performance Management shall be based on a system which establishes individual employee expectations, monitors employee progress, and appraises employee performance.

Definitions:

Supervisor: any individual who the responsibility to manage one or more employees.

Performance: the degree to which tasks carried out by health workers and facilities meet expectations of technical quality.

Performance Management: the process of linking individual performance actions to the achievements of the institution and departmental objectives.

Performance Appraisal: rating of an employee's overall performance that recognizes, evaluates, and documents an employee's contributions against the expectations of the position,

(Base Note)

Professional Competence: refers to the skills, capability, attitudes, knowledge of health providers, or health managers.

Technical Performance: the degree to which tasks carried out by health workers and facilities meet expectations of technical quality.

Equipment/Forms:

- ✓ Staff performance management and appraisal process policy and procedure,
- ✓ Appraisal/ Imihigo,
- ✓ Evaluation form

Procedures:

Quarterly Evaluation:

1. The employee should sign a performance contract (Imihigo)
2. Evaluation is conducted on a quarterly basis.
3. Dispensary management informs all staff about evaluation activity in the morning staff meeting and distributes schedule copies in all services.
4. Evaluation team is established by the dispensary management
5. Staff performance is conducted by using the quarterly Evaluation Form
6. If the evaluated staff agrees with the results, they sign on the evaluation form.
7. If the evaluated staff disagree the result, they complain by official letter to the managing Director of the dispensary for the final decision.
8. The signed evaluation results are kept in the staff file and the staff is given their own copy after signature of director
9. Those results are used to fulfill the gap in the personal skills, experience,....

Annual evaluation:

1. Dispensary management avails the evaluation schedule 2 weeks before evaluation activity. AFM informs all staff about evaluation activity in the morning staff meeting.
2. If the evaluated staff agrees with the results they sign on the evaluation form.

(Base Note)

3. If the evaluated staff disagrees the result they appeal through an official letter to the Director General of the dispensary for the final decision.
4. The Director General approves the evaluation results.
5. The signed evaluation results are kept in the staff file and the staff is given their own copy
6. The evaluated staff sets and signs performance contracts (IMIHIGO) for the next year

References

- ✓ *<https://www.moh.gov.rw/publication>. Hospital policies procedures. Published November 25, 2020*