

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Member Guidelines - Performance Review</i>	SOG #100-016
	Approved: Chief Christopher J. Reynolds	Initiated: July 2023 Revised: N/A

Description: The following guideline details the LPEMS performance review process that will be utilized to promote common understanding of individual needs, organizational needs, work objectives, and standards of acceptable performance to provide members and the organization useful tools in member development.

Purpose: The member performance review/appraisal provides members and management the ability to review the members performance while offering opportunities for professional growth through goal setting and management monitoring. Good performance reviews/appraisals benefit both the member and the organization. The revised LPEMS Performance Review offers the following benefits:

1. Measurement of LPEMS Core Values
2. Measurement of responsibilities and objectives
3. Measurement of Knowledge, Training, and Objectives
4. Measurement of effectiveness

Members and management will be assessed through a self-rating and management rated response based on performance, goals, and accomplishments. Performance reviews, while a determinant in annual compensation increases, will be utilized as a tool to ensure members and the organization are setting clear achievable expectations and goals.

Procedure:

Responsibility for Review/Appraisal

Two weeks (14-Days) prior to a members appraisal/anniversary date the member will be emailed their LPEMS Annual Performance Evaluation Form (Appendix 100-016A). Members should review the document with the prior years’ performance in mind. Members will complete the Self-Evaluation section and provide any comments for each section in the area provided. This should be emailed back to Chief@Medic322.com within the two-week timeframe for management review.

Completion of Member Review/Appraisal

The member performance review/appraisal is used as a progress review, annual performance pay increase determination and goal setting. An in person or virtual (Google Meet) interview will be held between the Chief and Member to personally review the information and ensure direct communication in the review and goal setting process.

Prior to Review/Appraisal Interview

1. The member will complete the self-assessment portion of the annual review, provide any comments in the section(s) provided, and set any personal goals for the next year.
 - a. Self-assessment will use the following performance grading system.

- i. 1- Objective Not Met
 - ii. 2- Adequate Performance (Needs Improvement)
 - iii. 3- Solid Performance
 - iv. 4- Exemplary Performance
2. The Chief will complete the management portion of the annual review, review any listed personal goals, and provide any comments in the section(s) provided.
 - a. Management assessment will use the following performance grading system.
 - i. 1- Objective Not Met
 - ii. 2- Adequate Performance (Needs Improvement)
 - iii. 3- Solid Performance
 - iv. 4- Exemplary Performance
 - b. Any performance rated at a 1 or 4 requires justification and explanation in the section comments section.
3. The Chief will consider commendations, letters of thanks, hospital outcome reports, and any disciplinary actions.
4. The Chief will meet with any committee heads the member operates under for any comments or additional considerations.

Review/Appraisal Interview

The member performance review/appraisal interview will be conducted in private either in person or virtually. Member schedule and convenience will be taken into consideration whenever possible.

1. The Chief will review all comments, concerns, and notable performances.
2. The Chief will review prior and new goals section with the members.

