



Performance Review and Development Procedure

Purpose:

Performance development is an ongoing process. The purpose of the performance review is:

- to provide management with a formal opportunity to communicate feedback regarding performance and corporate expectations
- to provide you a formal opportunity to discuss your successes through the evaluation period, and communicate your desires around future career goals and objectives

Benefits of Performance Development:

- You are an active participant in the evaluation process
- Your strengths and areas of improvement are identified
- Ongoing goals and objectives are agreed upon
- Gives management a tool to use when considering professional development needs, fit for new employment opportunities, or need for remedial action

Timeframe of Performance Development:

- Informal feedback will be sought and provided on an ongoing basis
- TVFHT will target to conduct formal reviews every two years. Many reasons would precipitate a review happening more often. Examples of these are: a change in your position such that an annual review would assist in development in a new role and regular check-ins to ensure progress in your development plan, full-time employees may have Performance Reviews more regularly than those who work part-time.

Components of The Thames Valley Family Health Team (TVFHT) Performance Development Plan Are:

1. Performance Development Self-Assessment Form
2. Multiple Reviewer Survey
3. Performance Review and Development Plan

1. Self-Assessment Form

Central Office will provide to you with:

- **Multiple Reviewer Names Submission Form**
- **Self-Assessment Form**
- **Performance Development Plan Form**

You will receive these documents 4-6 weeks in advance of your performance review date. You should complete the Multiple Reviewer Name Submission form, the Self-Assessment form and Performance Development plan and forward to your Manager within the time specified in the email correspondence.

2. Performance Review and Development Survey

The philosophy of collaborative care and the emphasis that TVFHT has on teamwork supports using multiple input rating sources as a comprehensive method of assessing performance and ongoing professional development needs. This process gives those who work closest with you an opportunity to provide feedback on your performance.

The TVFHT **Multiple Reviewer Survey** will be sent out for completion by individuals identified by you as having a sound knowledge of your role, and those with whom you interact frequently on a professional basis. You will be asked to provide up to six names of individuals that you work closely with and who would best be able to provide you with feedback of your performance as it relates to the clinic and patient needs. Your Manager may request feedback from others on your team as well. The list of names should include:

- Min. 2 – Max. 3 Family Health Team staff from the site you work at;
- Min. 2 – Max. 3 physicians from the site you work at;
- 1 or 2 Family Health Team staff from a site that you do not work at; and,
- 0 or 1 clinic/physician employee (if appropriate)

From this list of six names provided by you, at least four respondents will be chosen. The management team may choose an additional two names.

Central Office will provide to the chosen reviewers:

- **Multiple Reviewer Survey**

3. Performance Review and Development Plan

The completed multiple reviewer surveys will be submitted to Central Office within two weeks of receipt, as clearly outlined in the correspondence. This information will be provided to your Manager. Your Manager will complete a Performance Review and Development Plan based on the information received from the multiple reviewers and their knowledge of your performance.

At the formal employee review meeting only the Performance Review and Development Plan document will be available.

4. Performance Review and Development Plan Meeting

The Performance Review and Development Plan meeting will take place between you and your Manager. The final evaluation will take into consideration all of the components described above. The Performance Review and Development Plan will be completed in draft by your Manager before the meeting. Additional comments added during the meeting may be comprised of:

- Professional Development you have participated in
- Areas of recognition
- Areas for development
- Career goals and objectives

Your Performance Review and Development Plan will be reviewed and signed by you and your Manager(s). The signed copy will be reviewed and signed by the Executive Director and Director, Operations and Quality and becomes part of your HR file. You will receive a scanned copy of the completed Performance Review and Development Plan with all signatures by email for your records.

Questions and Answers Regarding the Performance Review Procedure

Why has TVFHT chosen a multiple reviewer evaluation process?

With the focus on teamwork and inter-professional collaboration, a multiple reviewer evaluation approach uses multiple rating sources to provide more useful information. This method is used in many health care settings and those of you who have worked in hospital settings may have already had experience with this process.

What is the timeframe for this process?

It will take approximately six weeks from the time you are notified of the process to the time that you meet for your Performance Review and Development Plan.

How should I decide what names to provide to complete the Multiple Reviewer Names Submission Form?

You should choose people whom you work closest with and who would be best able to provide the most unbiased and accurate assessment of your role performance. Although many of you may not work directly with another professional from your discipline, you should choose someone whom you have worked with on a program or committee. The management team has the responsibility for deciding who from your list will receive the Multiple Reviewer Survey and anyone chosen can refuse to respond if they feel that they cannot provide the necessary input.

Will I have an opportunity to see individual comments and ratings during my Performance Review and Development Plan Meeting?

No. The finalized list of reviewers and attribution of specific ratings and comments will not be disclosed to encourage candid feedback. The Performance Review and Development Plan will be comprised of a summary of feedback from multiple reviewers and your manager's knowledge of your performance.

How should I prepare for the Performance Review and Development Plan Meeting?

The best way to prepare for this meeting is to spend time reflecting and completing your Self-Assessment Form. The Self-Assessment Form is not only a comparative tool but it also serves as a critical source for ongoing communication in order to review past professional development opportunities, ongoing areas for development and improvement in order to meet professional and organizational goals and expectations. This is also your opportunity to highlight accomplishments such as program development, awards, research, publications etc. Professional development planning is an ongoing process which serves to provide a course of action for professional improvement and job enrichment.

When can I expect to have my Performance Review and Development Plan Meeting?

Given the current number of staff employed by TVFHT, there is a need to spread out the timing of these reviews. There is no action required from you until you get an email with specific instructions regarding your performance review and development plan.