

## COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF

Name of Administrative Staff: **CLARA P. MERCADO**

Particulars (1)	Numerical Rating (2)	Percentage Weight 70% (3)	Equivalent Numerical Rating (2x3)
1. Numerical Rating per IPCR	4.75	0.70	3.33
2. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments	4.83	0.30	1.45
<b>TOTAL NUMERICAL RATING</b>			<b>4.75</b>


TOTAL NUMERICAL RATING: \_\_\_\_\_

Add: Additional Approved Points, if any: \_\_\_\_\_

TOTAL NUMERICAL RATING: \_\_\_\_\_

ADJECTIVAL RATING: \_\_\_\_\_

Prepared by:

  
**CLARA P. MERCADO**  
Name of Staff

Reviewed by:

  
**ELWIN JAY V. YU**  
Chief of Hospital I

Recommending Approval:

  
**REMBERTO A. PATINDOL**  
Vice Pres. for Admin and Finance


Approved:

  
**REMBERTO A. PATINDOL**  
Vice Pres. for Admin and Finance

# INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW FORM (IPCR)

I, **Clara P. Mercado**, Admin. Aide VI of the VSU Hospital commits to deliver and agree to be rated on the attainment of the following accomplishment in accordance with the indicated measures for the period July to Dec. 2018

  
**CLARA P. MERCADO**  
 Admin. Aide VI

  
**ELWIN JAY V. YU, M.D.**  
 Chief of Hospital I

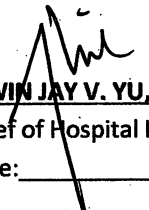
MFO/PAPs	Success Indicator	Task Assigned	Target	Actual Accomplishment	Rating				Re marks
					Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	
UMFO 6: General Administration and Support Services									
OVPAF MFO8: University Health Services and Management									
MFO1:									
Administrative and Support Services Management	Client-Centered Services	Zero complaints for every client served	0	0	5	5	5	5.00	
	Prompt and efficient records archiving and retrieval	Records retrieval within 5 minutes	1500	3500	4	5	5	4.70	
	Effective and courteous reception of payments	Payment received and receipt issued within 2 minutes	1500	4750	5	5	5	5.00	
	Submission of daily sales remittance	Submitted daily sales remittance daily	150	300	5	5	5	5.00	
	Submission of monthly report to IGPO/IASO	Submitted monthly report to IGPO every 10th of succeeding month	6	6	4	5	5	4.70	
	Giving of forms for completion of clients/patients for annual medical examination	Attended patients/clients 5mins upon request	1200	3500	4	5	5	4.70	
Other tasks: Support services/activities	No. of health education and promotion activities assisted	Assists Lecturer/Topic Team-Incharge for tarp, invitation,programs and p-point presentation	1	1	5	4	5	4.30	
	Efficient and responsive x-ray and laboratory services	Logs & assists release of Medical Certificate	1500	2000	4	5	5	4.70	
	No. of DOH & PhilHealth requirements completed for VSU Hospital Renewal of License to Operate	Completion of Renewal Form, List of Equipment, List Personnel, Annual Statistical Report, Tie-Up Contract and Acknowledgement; Latest of Audited Financial Statement, Photocopied DOH License; Photos	2	2	4	5	5	4.70	

No. of payrolls prepared JO's, Radiologist, SLA , Night shift and Hazard payrolls for casual & regular VSU Hosp staff	Preparation of payroll Radiologist/Pathologist Honoraria, SLA, Night shift, On-call & Hazard pay claims	52	85	5	4	5	4.70
No. of JO's Appointment made	Processes appointment of VSU Staff in job order status	6	8	5	5	4	4.70
No. of gov't forms completed	Processes PR's, RIS of Supplies, RIS of fuels, PO's, Trip tickets, Canvass, Abstracts, BUR/BUS, Vouchers, Reimbursements, Liquidation, TO's Abstract of Quotations, Travel Certificates	806	1008	5	5	4	4.70
No. of PhilHealth Patient	Codes disease from the ICD-10 Volumes	54	68	4	5	5	4.70
	Assists PhilHealth In-charge to process PhilHealth Claims	108	136	4	5	5	4.70
No. of Accomplished IPCR's	Completion of OPCR and IPCR's	13	13	5	5	5	5.00
No. of meetings and lectures attended	Attendance of meetings, logs meeting agenda & discussion etc	2	4	5	4	5	4.70
<b>Total Over-all Rating</b>				<b>73</b>	<b>77</b>	<b>78</b>	<b>76.00</b>
<b>Average Rating</b>							

<b>Average Rating (Total Over-all rating divided by 31)</b>		<b>4.75</b>
<b>Additional Points:</b>		
Punctuality		
Approved Additional points (with copy of approval)		
<b>FINAL RATING</b>		
<b>ADJECTIVAL RATING</b>		

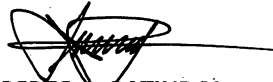
**Comments & Recom for Development Purposes:**  
*attend relevant training espousing on Customer Care*

Evaluated and Rated by

  
**ELWIN JAY V. YU, M.D.**  
 Chief of Hospital I  
 Date: \_\_\_\_\_


1 - quality  
 2 - efficiency

Recommending Approval:

  
**REMBERTO A. PATINDOL**  
 Head and VP for Admin and Finance  
 Date: \_\_\_\_\_

3 - timeliness  
 4 - average

Approved by:

  
**REMBERTO A. PATINDOL**  
 Vice President for Admin and Finance  
 Date: \_\_\_\_\_

### Instrument for Performance Effectiveness of Administrative Staff

Rating Period: JULY – DECEMBER, 2018

Name of Staff: CLARA P. MERCADO, Position: Admin. Aide VI


**Instruction to supervisor: Please evaluate the effectiveness of your subordinate in contributing towards attainment of the calibrated targets of your department/office/center/college/campus using the scale below. Encircle your rating.**

Scale	Descriptive Rating	Qualitative Description
5	Outstanding	The performance almost always exceeds the job requirements. The staff delivers outputs which always results to best practice of the unit. He is an exceptional role model
4	Very Satisfactory	The performance meets and often exceeds the job requirements
3	Satisfactory	The performance meets job requirements
2	Fair	The performance needs some development to meet job requirements.
1	Poor	The staff fails to meet job requirements

A. Commitment (both for subordinates and supervisors)		Scale				
1.	Demonstrates sensitivity to client's needs and makes the latter's experience in transacting business with the office fulfilling and rewarding.	(5)	4	3	2	1
2.	Makes self-available to clients even beyond official time	(5)	4	3	2	1
3.	Submits urgent non-routine reports required by higher offices/agencies such as CHED, DBM, CSC, DOST, NEDA, PASUC and similar regulatory agencies within specified time by rendering overtime work even without overtime pay	5	(4)	3	2	1
4.	Accepts all assigned tasks as his/her share of the office targets and delivers outputs within the prescribed time.	(5)	4	3	2	1
5.	Commits himself/herself to help attain the targets of his/her office by assisting co-employees who fail to perform all assigned tasks	(5)	4	3	2	1
6.	Regularly reports to work on time, logs in upon arrival, secures pass slip when going out on personal matters and logs out upon departure from work.	(5)	4	3	2	1
7.	Keeps accurate records of her work which is easily retrievable when needed.	5	(4)	3	2	1
8.	Suggests new ways to further improve her work and the services of the office to its clients	(5)	4	3	2	1
9.	Accepts additional tasks assigned by the head or by higher offices even if the assignment is not related to his position but critical towards the attainment of the functions of the university	(5)	4	3	2	1
10.	Maximizes office hours during lean periods by performing non-routine functions the outputs of which results as a best practice that further increase effectiveness of the office or satisfaction of clientele	(5)	4	3	2	1
11.	Accepts objective criticisms and opens to suggestions and innovations for improvement of his work accomplishment	(5)	4	3	2	1
12.	Willing to be trained and developed	(5)	4	3	2	1
Total Score		58				

<b>B. Leadership &amp; Management (For supervisors only to be rated by higher supervisor)</b>	Scale				
1. Demonstrates mastery and expertise in all areas of work to gain trust, respect and confidence from subordinates and that of higher superiors	5	4	3	2	1
2. Visionary and creative to draw strategic and specific plans and targets of the office/department aligned to that of the overall plans of the university.	5	4	3	2	1
3. Innovates for the purpose of improving efficiency and effectiveness of the operational processes and functions of the department/office for further satisfaction of clients.	5	4	3	2	1
4. Accepts accountability for the overall performance and in delivering the output required of his/her unit.	5	4	3	2	1
5. Demonstrates, teaches, monitors, coaches and motivates subordinates for their improved efficiency and effectiveness in accomplishing their assigned tasks needed for the attainment of the calibrated targets of the unit	5	4	3	2	1
Total Score					
<b>Average Score</b>	4.83				

Overall recommendation : \_\_\_\_\_

  
**ELWIN JAY V. YU, M.D.**  
 Name of Head

## EMPLOYEE DEVELOPMENT PLAN

Name of Employee: MERCADO, Clara P.  
Performance Rating: OUTSTANDING

Aim: To enhance knowledge and skills on record keeping management

Proposed Interventions to Improve Performance:

Date: July 2018 Target Date: December 2018

---

First Step: Encourage efficiency in multi-tasking at it is needed on her part due to lack of  
manpower

---

Result: Efforts seen in management of two areas: medical record and administrative function  
like cashiering and clerical task.

---

Date: \_\_\_\_\_ Target Date: \_\_\_\_\_

Next Step:

---

---

Outcome: \_\_\_\_\_

Final Step/Recommendation:

---

Prepared by:

  
**ELWIN JAY V. YU, M.D.**  
Chief of Hospital I

Conforme:

  
**CLARA P. MERCADO**