

**COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF**

**Annex P**

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

Particulars (1)	Numerical Rating (2)	Percentage Weight (3)	Equivalent Numerical Rating (2x3)
1. Numerical Rating per IPCR	4.83	70%	3.40
2. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments	4.70	30%	1.41
<b>TOTAL NUMERICAL RATING</b>			4.81

TOTAL NUMERICAL RATING: 4.81


Add: Additional Approved Points, if any:           

TOTAL NUMERICAL RATING:           

FINAL NUMERICAL RATING 4.81

ADJECTIVAL RATING: Outstanding

Prepared by:

  
**CLARA P. MERCADO**  
Name of Staff

Reviewed by:

  
**ELWIN JAY V. YU**  
Department/Office Head

Approved:

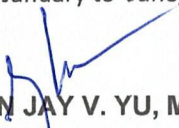
  
**ELWIN JAY V. YU**  
Vice Pres. for Admin and Finance



## INDIVIDUAL PERFORMANCE COMMITMENT &amp; REVIEW FORM (IPCR)

I, **Clara P. Mercado**, Admin Aide VI of the VSU - University Services for Health Emergency and Rescue Office (USHER) commits to deliver and agree to be rated on the attainment of the following accomplishments in accordance with the indicated measures for the period January to June, 2024

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

  
**ELWIN JAY V. YU, MD. MPH**  
 Chief of Hospital I

MFO/PAPs	Success Indicator	Task Assigned	Target	Actual Accomplishment	Rating				Remarks
					Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	
<b>UHSMFO 1: ISO Aligned Health Services</b>	Percentage compliant of process under ISO standard	100% compliant to ISO standard	100%	100	5	5	5	5.00	
<b>UHS MFO 2: Administrative Support Management &amp; Health Services</b>	Client-Centered Services	Zero complaints for every client served	0	0	5	5	5	5.00	
	Effective and courteous reception of payments	Payment received and receipt issued within 2 minutes	100%	100	4	5	5	4.70	
	Submission of daily sales remittance	Submitted daily sales remittance daily	264	130	5	5	5	5.00	
	Submission of monthly report to IGPO/IASO	Submitted monthly report to IGPO every 10th of succeeding month	12	6	5	5	4	4.70	
	No. of honorarium prepared 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	152	80	5	5	5	5.00	
		Prepares and encode PR's, RIS of Supplies, RIS of fuels, Trip tickets, Canvass, Abstracts, BUR/BUS, Vouchers, Reimbursements, Liquidation, Travel Orders (TO), Travel Certificates etc	100%	100	5	5	5	5.00	



MFO/PAPs	Success Indicator	Task Assigned	Target	Actual Accomplishment	Rating				Remarks
					Q <sup>1</sup>	E <sup>2</sup>	T <sup>3</sup>	A <sup>4</sup>	
	No. of Accomplished IPCR's	Completion of OPCR and IPCR's	26	13	5	4	5	4.70	
UHSMFO 3: Health and Wellness in the New Normal	Percentage of GRC coordinated activities	Assist in GRC activities	100%	100	5	4	5	4.70	
	Percentage of staff and employees attended for Entrance Medical Examination	Assist staff and employees attended for Entrance Medical Examination	100%	100	4	5	5	4.70	
	Percentage of staff and employee for annual medical examination attended	Assist staff and employee for annual medical examination attended	100%	100	5	4	5	4.70	
	Percentage of staff, employees and their dependents who seek consult and given medical/dental treatment	Assist staff, employees and their dependents who seek consult and given medical/dental treatment	100%	100	5	5	4	4.70	
	Percentage of outsiders who seek consult and given medical/dental treatment	Assist outsiders who seek consult and given medical/dental treatment	100%	100	5	5	5	5.00	
USHER MFO7: Innovations in the New Normal	Electronic database maintained	Assist the electronic database maintained	1	1	4	5	5	4.70	
Total Over-all Rating					67	67	68	67.60	
Average Rating (Total Over-all rating divided by 31)				4.83	Comments & Recommendations for Development Purposes: <i>enhance basic skills in computer</i> <i>Maintain record keeping</i>				
Additional Points:									
Approved Additional points (with copy of approval)									
FINAL RATING									
ADJECTIVAL RATING									

Evaluated and Rated by

**ELWIN JAY V. YU, MD, MPH**

Chief of Hospital I

Date: 8-2-24

1 - quality

2 - efficiency

3 - timeliness

Approved by:

**ELWIN JAY V. YU, MD, MPH**

Vice President for Admin and Finance

Date: 8-2-24

4 - average



PERFORMANCE MONITORING & COACHING JOURNAL

Name of Office: UNIVERSITY HEALTH SERVICES

Head of Office: ELWIN JAY V. YU, MD, MPH

Number of Personnel: 33

	1st	Q U A R T E R
	2 <sup>nd</sup>	
	3 <sup>rd</sup>	
	4th	

Activity Monitoring	MECHANISM				Remarks
	Meeting		M e m o	Others (Pls. specify)	
	One-on-One	Group			
Monitoring		Target Setting OPCR; OTP; SWOT & ROAM Jan. 9, 2024			Preparation of OPCR; OTP; SWOT & ROAM
		Meeting about the form revision Jan. 1, 2024			Form Revision
		Meeting about the schedule of Medical Examination Jan. 25, 2024			Schedule of Medical Examination AY 2024-2025
		Meeting about the entrance and annual examination Jan. 31, 2024			Schedule meeting about the entrance and annual examination.
		Meeting about the annual health facility etcs March 19, 2024			Annual Health Facility and Statistical Report Financial report 2023 IHOMP 2023 Report
		All Watchman and Utility Meeting March 25, 2024			Disciplinary Action and Demerit System Cleaning System
		Goodwill games 2024; Open water and Aquathlon; April 2, 2024			Schedule of Medics for VSU Centennial Anniversary; Supplies and Equipment of medics and other matters.
		Costumer feedback report April 8, 2024			Costumer feedback for the month of January, and February, 2024
		HRIS MEETING June 3, 2024			Feedback about the HRIS Training held in DOH Tacloban .
		MANCOM MEETING June 27, 2024			Mancom Meeting
Coaching					

Note: Please indicate the date in the appropriate box when the monitoring was conducted.

Conducted by:

Noted by:

ELWIN JAY V. YU, MD, MPH  
Immediate Supervisor

ELWIN JAY V. YU, MD, MPH  
Next Higher Supervisor

## EMPLOYEE DEVELOPMENT PLAN

Name of Employee: MERCADO, Clara P.

Performance Rating: OUTSTANDING

Aim: To improve effectiveness and expertise on record keeping management

Proposed Interventions to Improve Performance:

Date: January 2024 Target Date: June 2024

First Step: Encourage productivity in multi-tasking as it is required on her part due to a lack of manpower

Result: Efforts were seen in the management of two different areas namely: medical record and administrative roles such as cashiering and clerical tasks.

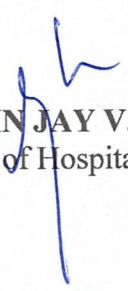
Date: \_\_\_\_\_ Target Date: \_\_\_\_\_

Next Step:

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

Final Step/Recommendation:

Prepared by:

  
ELWIN JAY V. YU, MD, MPH  
Chief of Hospital I

Conforme:

  
CLARA P. MERCADO



**Instrument for Performance Effectiveness of Administrative Staff**

Annex O

 Rating Period: January – June, 2024

 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

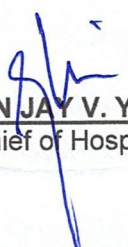




9. Accepts additional tasks assigned by the head or by higher offices even if the assignment is not related to his position but critical towards the attainment of the functions of the university	5	4	3	2	1
10. Maximizes office hours during lean periods by performing non-routine functions the outputs of 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
Score	Total 57				

B. Leadership & Management (For supervisors only to be rated by higher supervisor)	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					
Average Score	4.7				

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

  
**ELWIN JAY V. YU, MD, MPH**  
 Chief of Hospital I

**Vision:** A globally competitive university for science, technology, and environmental conservation.  
**Mission:** Development of a highly competitive human resource, cutting-edge scientific knowledge and innovative technologies for sustainable communities and environment.