

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

**Annex P**

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

| Particulars<br>(1)  | Numerical<br>Rating (2) | Percentage Weight<br>(3) | Equivalent<br>Numerical Rating<br>(2x3) |
|---|-------------------------|--------------------------|---|
| 1. Numerical Rating per IPCR  | 4.85                    | 70%                      | 3.39                                    |
| 2. Supervisor/Head's assessment<br>of his contribution towards<br>attainment of office<br>accomplishments | 4.50                    | 30%                      | 1.35                                    |
| <b>TOTAL NUMERICAL RATING</b>   |                         |                          | <b>4.74</b>                             |

TOTAL NUMERICAL RATING:


Add: Additional Approved Points, if any:

TOTAL NUMERICAL RATING:

FINAL NUMERICAL RATING

ADJECTIVAL RATING:

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



**UNIVERSITY SERVICES FOR HEALTH,  
EMERGENCY AND RESCUE (USHER)**

Visca, Baybay City, Leyte 6521-A

Email: [usher@vsu.edu.ph](mailto:usher@vsu.edu.ph)

Website: [www.vsu.edu.ph](http://www.vsu.edu.ph)

Phone: (053) 565-0607



Management  
System  
ISO 9001:2015

[www.tuv.com](http://www.tuv.com)  
ID 9108658749



PAGE 1 of 1  
**FM-VSU-03**


V2 05-09-2023

No. **24-48**

## 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 July - December, 2024

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

  
**ELWIN JAY V. YU, MD. MPH**  
 Chief of Hospital I 1-10-25

| 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   | 100%   | 100                   | 5              | 5              | 4              | 4.70           |         |
|   | 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    | 103                   | 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              | 4              | 5              | 4.70           |         |

| 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           |         |
| <b>UHSMFO 3: Health and Wellness in the New Normal</b>      | Number of GRC coordinated 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           |         |
|   | Number of staff and employee for annual medical examination attended                                    | Assist staff and employee for annual medical examination attended                                | 100%   | 100                   | 5   | 5              | 5              | 5.00           |         |
|   | 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              | 5              | 5.00           |         |
|   | 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           |         |
| <b>USHER MFO7: Innovations in the New Normal</b>            | Electronic database maintained  | Assist the electronic database maintained  | 1      | 1                     | 5   | 5              | 5              | 5.00           |         |
| <b>Total Over-all Rating</b>                                |   |  |        |                       | 68  | 67             | 68             | 67.90          |         |
| <b>Average Rating (Total Over-all rating divided by 31)</b> |   |  |        | 4.85                  | <b>Comments &amp; Recommendations for Development Purposes:</b><br><i>- Enhance basic skills on computer.</i><br><i>- Maintain record keeping</i> |                |                |                |         |
| <b>Additional Points:</b>                                   |   |  |        |                       |   |                |                |                |         |
| <b>Approved Additional points (with copy of approval)</b>   |   |  |        |                       |   |                |                |                |         |
| <b>FINAL RATING</b>   |   |  |        |                       |   |                |                |                |         |
| <b>ADJECTIVAL RATING</b>                                    |   |  |        |                       |   |                |                |                |         |

Evaluated and Rated by

ELWIN JAY V. YU, MD, MPH

Chief of Hospital I

Date: 1-10-25

1 - quality      2 - efficiency

3 - timeliness

Approved by:

ELWIN JAY V. YU, MD, MPH

Vice President for Admin and Finance

Date: 1-10-25

4 - average

PERFORMANCE MONITORING & COACHING JOURNAL

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

Name of Office: UNIVERSITY HEALTH SERVICES

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


Number of Personnel: 33


| Activity Monitoring | MECHANISM  |  |                  |                       | Remarks   |
|---------------------|------------|--|------------------|-----------------------|---|
|                     | Meeting    |  | M<br>e<br>m<br>o | Others (Pls. specify) |   |
|                     | One-on-One | Group  |                  |                       |   |
| Monitoring          |            | Daily & monthly census on 7-20-2024                              |                  |                       | Meeting on daily and monthly census on nursing service  |
|                     |            | Clinical services section head meeting. August 20, 2024          |                  |                       | DOH Compliance and Other Matters  |
|                     |            | Nurses and nursing attendant monthly meeting. September 15, 2024 |                  |                       | Schedule of duties; Calibration and Maintenance   |
|                     |            | ManCom Staff Meeting. Sept. 16 and 17, 2024                      |                  |                       | Costumer feedback report (Mar, Apr, May, June, 2024); OTHER MATTERS   |
|                     |            | Meeting. November 29, 2024                                       |                  |                       | HIV Fun Run Activity  |
|                     |            | MANCOM MEETING December 5, 2024                                  |                  |                       | MONTHLY REPORTING: Financial Matters; Admin Matters; Clinical Matters; Compliance to regulatory. UPDATE OF INVENTORY EQUIPMENT & SUPPLIES (Medical and Office Supplies) COSTUMER FEEDBACK REPORT; OTHER MATTERS |
|                     |            |  |                  |                       |   |
| 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: July 2024 Target Date: December 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.

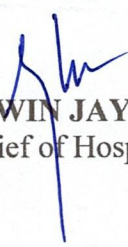
Date: \_\_\_\_\_ Target Date: \_\_\_\_\_

Next Step: \_\_\_\_\_

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

Final Step/Recommendation: \_\_\_\_\_

Prepared by:

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

Conforme:

  
CLARA P. MERCADO



**Annex O**

**Instrument for Performance Effectiveness of Administrative Staff**

Rating Period: JULY – DECEMBER, 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  |

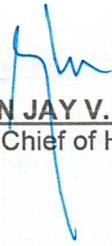
| A. Commitment (both for subordinates and supervisors)  | Scale |   |   |   |   |
|--|-------|---|---|---|---|
| 1. Demonstrates sensitivity to client's needs and makes the latter's experience in transacting business with the office fulfilling and rewarding.  | 5     | 4 | 3 | 2 | 1 |
| 2. Makes self-available 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 54 |   |   |   |   |
| <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  |          |   |   |   |   |
| Average Score  | 4.5      |   |   |   |   |

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

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

