



<input type="checkbox"/> ADMINISTRATE POLICY & PROCEDURE (APP)		<input type="checkbox"/> INSTITUTIONAL POLICY & PROCEDURE (IPP) <input type="checkbox"/> INTERDEPARTMENTAL <input type="checkbox"/> INTERNAL	
TITLE		POLICY NUMBER/V#	
Performance Evaluation		MMC – ADM – 12 (01)	
INITIATED DATE	EFFECTIVE DATE	REVISED DATE	
02/08/20235	01/09/2025	01/08/2028	
REPLACES NUMBER		NO. OF PAGES	
N/A		05	
APPLIES TO		RESPONSIBILITY	
All Admin workers		Quality and patient safety	

1. PURPOSE:

- 1.1 To ensure satisfactory staff performance according to job descriptions, scope of work and privileges.
- 1.2 To help ensure that the quality and quantity of work performed by the center employees best meets the organization's needs through continuous focused improvement of the performance of its employees.
- 1.3 To provide an opportunity for the manager to assess the employee's performance fairly and objectively.
- 1.4 To provide supporting documentation for merit, promotions and transfers.

2. DEFINITION:

- 2.1 Evaluation: The process of examining a subject and rating it based on its important features.
- 2.2 Probationary period: The time period that the organization identifies for determining whether the employee is competent to perform his/her duties and continue employment with the organization. Generally, the time period for probation is three months.
- 2.3 Performance Evaluation: it is a systematic and periodic process that assesses the employee's job performance and productivity supporting departmental and organizational objectives. It has the following categories:



2.3.1 Probationary Performance Evaluation: An evaluation done between the manager and the employee to assess the employee's job performance and suitability for the position before the first three (3) months from his/her start date at the Center which as per the Saudi Labor Law can be extended until six (6) months depending upon the mutual agreement between the Head and the employee and approved by HR.

2.3.2 Annual Performance Evaluation: A formal appraisal done between the manager and the employee to assess the employee's job performance during the year.

2.4 Job Description: A written statement that describes the list of rules, duties, responsibilities, and required qualifications of candidates, and the reporting relationship and coworkers of a particular job.

3. POLICY:

3.1 The performance evaluation shall be based on objective criteria and is consistent with the expected competencies such as knowledge, skills and attitude required to perform the employee's job responsibilities as outlined in his/ her job description.

3.2 The evaluation shall be done at the end of the initial probationary period and annually thereafter.

3.3 Staff shall be involved in the evaluation of their performance by commenting on the required corrective action.

3.4 Evaluations shall include personal goals to achieve for the next year that the employee will carry out.

3.5 Both the employee and his/her supervisor shall sign the performance evaluation, which is kept in the employee's personnel file.

3.6 The performance evaluation form shall be filled up by the superior at least two (2) months before the due date of the annual evaluation period for employees who are recommended for renewal of contract. However, for employees who are recommended for non-renewal of contract, the Manager shall submit the evaluation form at least three (3) months before the contract renewal date.

3.7 All Full Time, Part Time employees are subject to the performance evaluation system.

3.8 The results of the performance evaluation shall be used as the base for the employee development and educational plan, merit increases, promotions, transfers, demotions and termination.

4. PROCEDURE:

4.1 Performance Review Meetings:

4.1.1 This is an important component of the system and requires concerted efforts by all evaluators. Effective handling of performance review meetings helps in the determination of the nature and the extent of expectations between the employees and the company to a great extent. It also leads to improved communication and enhances the participative style of management.



4.1.2 The evaluators must ensure that the proper techniques of conducting performance evaluation meetings are implemented, such as:

- 4.1.2.1 Prepare for the meeting and let the staff know the date / time / venue in advance.
- 4.1.2.2 Create the right atmosphere (privacy, cordiality).
- 4.1.2.3 Focus the meeting on the employee's performance.
- 4.1.2.4 Encourage the employee to comment on his performance and motivate him for the future.
- 4.1.2.5 Focus on achievements, not the person.
- 4.1.2.6 Resolve any differences.
- 4.1.2.7 Summarize and conclude by both signing the performance evaluation.

4.2 Overall Instructions:

- 4.2.1 Each employee is required to have an approved and signed Job Description in their possession and in their personnel file.
- 4.2.2 The HR is responsible for providing each new employee with an updated Job Description at the time of their employment to be further explained by the Manager / Supervisor of the Department.
- 4.2.3 The Manager / Supervisor will have the duty of ensuring that each employee is aware of all job duties and responsibilities according to his/her Job Description.
- 4.2.4 The Manager / Supervisor will ensure that the Job Description is used during the performance evaluation session of the employee.
- 4.2.5 The Manager / Supervisor will fill the evaluation form according to how well the employee met the job duties and responsibilities and the Rank of the previous evaluation periods may be used as a reference point for the current evaluation.
- 4.2.6 At least four days before the performance evaluation interview, Managers / Supervisors may, at their discretion, ask employees to evaluate themselves before the evaluation interview.
- 4.2.7 The employee's signature does not signify agreement with the evaluation, but that he/she participated in evaluation interview/discussions and is aware of the right to appeal.
- 4.2.8 If the employee refuses to sign the form, two witnesses will be requested to sign on the form for refusal.
- 4.2.9 Ratings and scores are not final until after the performance evaluation interview and upon the final assessment of HR.
- 4.2.10 The performance rating and rank of the employee will be the basis of the percentage of his/her retention plan salary increase.
- 4.2.11 An employee who is not available for the interview because of an extended period of absence due to sickness or leave without pay must still be evaluated. Managers / Supervisors should complete the evaluation form, assigning a tentative score, and submit it without the employee's signature to HR attaching mentioning the reason why the employee is



unavailable. When the employee returns to work, the interview will be conducted, a final score assigned.

4.2.12 The Manager will sign the performance evaluation report form.

4.2.13 The employee's signature does not signify agreement with the evaluation, but that he participated in the interview and is aware of the right to appeal. If the employee refuses to sign the form, two witnesses will be brought in to sign the form.

4.2.14 The original copy of the Performance Evaluation Form will be kept in the employee's personnel file after all signatures are completed.

4.3 Right to Appeal:

4.3.1 The employee may, within ten (10) working days of receipt of the final copy of the performance evaluation form, appeal the results to the next level of hierarchy if he/she disagrees with how his/her performance has been appraised.

4.3.2 The appeal should be written.

4.3.3 If it is still not yet resolved, it shall go to the next level of hierarchy and so on until it reaches the HR manager.

4.3.4 Decisions on appeals must be rendered within seven (7) working days.

4.3.5 The HR manager will further assess the written appeal, evaluation form in support of the appeal.

4.3.6 The decision will be escalated to the center's director if it is still not resolved and his decision will be considered as final.

5. RESOURCES:

5.1 N/A

6. CROSS REFERENCE:

6.1 N/A

7. REFERENCES:

7.1 CBAHI National Standards for Ambulatory Care Centers, Effective Jan,2020.

7.2 The Joint Commission International (JCI), 7th Edition, Effective Jan 2021.

8. FORMS & ATTACHMENT:

8.1 Employee Evaluation Form



9. Approved:

PROVALS & REVIEWS::			
Prepared By	Title	Date	Signature
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