



Quality Improvement Success Story



Timely Employee Performance Evaluations

Timely employee performance evaluation fosters trust, clarifies objectives and sets goals for individual development. With a compliance rate of only 82% in January 2015, the QI project goal was to increase supervisors' timely compliance rate to at least 90% by the end of 2016.

The QI Team proposed that each bureau designate an HR Liaison to coordinate evaluation due date notifications and training sessions for supervisors. The Liaison would also provide supervisors with a checklist, Outlook calendar reminders, and other tools to help supervisors comply with performance evaluation deadlines. Finally, the QI Team suggests that LDN provide a performance evaluation training session.



A survey conducted by the QI Team found “lack of time” the most common reason for supervisors not completing employee evaluations on time. Supervisors most often wanted a more robust reminder system to help them track employee evaluation due dates.

This QI project reflects #8 of the 10 Essential Public Health Services: “Assure a competent public and personal health care workforce.”

- Improves the timeliness of feedback to employees that acknowledges their success and capacities
- Avoids the complications resulting from missed step increases.
- Improves work environment.