

DEPARTMENT: Human Resources	POLICY DESCRIPTION: Performance Evaluation
PAGE: 1 of 2	REPLACES POLICY DATED: 9/1/2000, 11/1/2012, 1/1/2015
EFFECTIVE DATE: October 1, 2020	REFERENCE NUMBER: HR.LD.007 (formerly HR.OP.021, HR.OP.023 and HR.305)
APPROVED BY: Ethics and Compliance Policy Committee	

<p>SCOPE: All Company-affiliated subsidiaries including, but not limited to hospitals, ambulatory surgery centers, outpatient imaging centers, physician practices, HealthTrust Workforce Solutions, Corporate Departments, Groups, and Divisions.</p>
<p>PURPOSE: Provide guidelines to measure performance through formal performance evaluations at specific intervals, in a timely, fair, and equitable manner. Formal evaluations provide an opportunity for staff and managers to discuss and document job-related behavior and performance. While competency assessment can be an element of the performance evaluation process, it is addressed in the Competency Assessment policy; reference Competency Assessment.</p>
<p>RESPONSIBILITIES: Colleagues should receive a formal performance evaluation, at a minimum, on an annual basis. Evaluations due for colleagues while on Leave of Absence (LOA) should be completed within a 30-day window of returning to work.</p> <p>This policy does not create a right to receive a formal performance evaluation. A supervisor is not required to provide a colleague with a formal performance evaluation when the supervisor has determined that a good and sufficient reason exists to not provide the colleague with a formal evaluation.</p> <p>All colleagues are expected to conduct themselves in a manner consistent with our HCA Healthcare Mission and Values.</p> <p>REQUIREMENTS: The business entity is responsible for providing a copy of the job description to colleagues at time of hire and any time it is significantly modified; reference Job Descriptions. Managers may use a colleague's job description as an outline of major responsibilities against which performance may be assessed. Managers are responsible for assessing their colleagues' performance against position responsibilities and performance standards as well as reviewing those assessments with their colleagues on an ongoing basis.</p> <p>In advance of the performance evaluation, colleagues may set goals and objectives for the performance period, create an individual development plan and prepare a self-evaluation of overall performance, including colleague comments. Colleagues also may review facility and unit goals and metrics, customer satisfaction surveys, and their self-assessment of skills and competencies.</p> <p>The manager should review and discuss the performance evaluation in detail with the colleague. The manager and the colleague should sign and date the review (personally or electronically) for inclusion in the colleague's record; reference Employee Record.</p> <p>If a colleague is not performing at an acceptable level, the colleague may be placed on a Performance Improvement Plan (PIP). If the performance deficiencies are directly related to skill level, the colleague may apply for, be demoted or transferred to a position of lesser responsibility and/or applicable skill level if such a position is available. Employment may be terminated if colleague performance does not improve.</p>

DEPARTMENT: Human Resources	POLICY DESCRIPTION: Performance Evaluation
PAGE: 2 of 2	REPLACES POLICY DATED: 9/1/2000, 11/1/2012, 1/1/2015
EFFECTIVE DATE: October 1, 2020	REFERENCE NUMBER: HR.LD.007 (formerly HR.OP.021, HR.OP.023 and HR.305)
APPROVED BY: Ethics and Compliance Policy Committee	

The business entity may establish behavioral standards outlining expected colleague behaviors.

1. All colleagues will be held accountable for behaviors displayed relative to the HCA Healthcare Mission and Values: Above all else, we are committed to the care and improvement of human life.

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognize and affirm the unique and intrinsic worth of each individual.
- We treat all those we serve with compassion and kindness.
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.

2. Colleagues will be held accountable for performance relative to any behavioral standards established by the business entity.

3. Managers will be held accountable for setting an example and role modeling all established standards of behavior. Managers will provide continuous feedback to colleagues relative to standards of behavior.

The assessment of these behavioral standards may be documented on the evaluation form and made a part of the colleague's performance evaluation.

DISCLOSURE:

If there is any conflict between the information in this policy and a Collective Bargaining Agreement (CBA), the CBA prevails for covered colleagues.

REFERENCED POLICIES:

1. Competency Assessment, HR.LD.001
2. Job Descriptions, HR.LD.004
3. Discipline, Counseling and Corrective Action, HR.ER.008
4. Limitations on Employment, [HR.ER.019](#)
5. Employee Record, HR.WF.001
6. TJC HR Standard, HR.01.07.01

WORK INSTRUCTIONS:

1. Notification of evaluation due dates
2. Collection of completed evaluations

PROCESS MAPS:

To be completed at a future date.