

**OKALOOSA COUNTY
EMERGENCY MEDICAL SERVICES
STANDARD OPERATING PROCEDURE**

Title:	Performance Improvement Plan (PIP)
Policy:	506.00
Purpose:	At times, command staff may identify serious or recurring performance deficiencies in employees that require a formal plan of action to correct. The Performance Improvement Plan (PIP) is intended to create a deliberate and measurable “roadmap” for employee improvement.

Policy:

The PIP is designed to clearly identify an employee performance issue and provide a written plan to improve performance in that area. The PIP plays an integral role in helping correct performance discrepancies; furthermore, it is a tool to record and measure the deficient work products, processes, behaviors, or performance of a particular employee. The PIP is intended to be used as a formal guide to improve the performance or behavior of EMS employee. A supervisor may elect to utilize a PIP anytime there is a serious or recurring performance deficiency identified in an employee.

When utilizing a PIP, the supervisor will

1. Completely fill out every portion of the PIP.
2. Provide a detailed description of the performance or behavioral problem in the deficiency statement. If more than one specific issue needs to be addressed, each one will be listed in detail.
3. Identify what standards the employee’s performance shall be measured by. Typical measurement standards include, but are not limited to: Okaloosa County Human Resources Policy Manual, Okaloosa County Emergency Medical Services Standard Operating Guidelines, Okaloosa County EMS Protocols, or other standards that would be considered normal or expected for the employee’s position within the Department of Public Safety.
4. Establish measurable, attainable performance goals for the employee. The supervisor will also establish a timetable for required improvement.
5. Develop an action plan which incorporates into the overall employee improvement process.
6. Establish periodic review dates to re-evaluate the employee’s performance and progress.
7. Determine if the required performance improvement was accomplished and make appropriate recommendations to his/her supervisor for any other action on or before the end date of the PIP.
8. Review all PIP information with the employee. The supervisor will stress to the employee:
 - a. Identification of the specific problem(s).
 - b. Identify how the problem or behavior is affecting other employees and the organization.
 - c. Identify what and how the employee has to improve.
 - d. Identify what the consequences are if the employee does not demonstrate the required performance improvement.

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Performance Improvement Plan (PIP)

Confidential

TO: (insert employee's name)
FROM: (insert supervisors name)
DATE: (insert date)
RE: Performance Improvement Plan (PIP)

The purpose of this Performance Improvement Plan (PIP) is to define serious areas of concern, gaps in your work performance, reiterate **Okaloosa County Emergency Medical Services** expectations, and allow you the opportunity to demonstrate improvement and commitment.

Areas of Concern:

Bullet point issues and how employee's lack of performance and/or behavior has affected his/her co-workers, the company, and clients/customers.

Observations, Previous Discussions or Counseling:

Recap dates/times you have addressed the issues in the recent/relevant past. Reference previous documents when applicable.

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Step 1: Improvement Goals: These are the goals related to areas of concern to be improved and addressed:

1.	
2.	
3.	

Step 2: Activity Goals: Listed below are activities that will help you reach each goal:

Goal #	Activity	How to Accomplish	Start Date	Projected Completion Date

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Step 3: Resources: Listed below are resources available to you to complete your Improvement activities (may include other people’s time or expertise, funds for training materials and activities, or time away from usual responsibilities.)

1.	
2.	
3.	

Step 4: Expectations: The following performance standards must be accomplished to demonstrate progress towards achievement of each Improvement goal:

1.	
2.	
3.	
4.	
5.	

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Step 5 Progress Checkpoints: The following schedule will be used to evaluate your progress in meeting your Improvement activities.

Goal #	Activity	Checkpoint Date	Type of Follow-up (memo/call/meeting)	Progress Expected	Notes

Follow-up Updates: You will receive feedback on your progress according to the following schedule:

Date Scheduled	Activity	Conducted By	Completion Date
	30-day Update Memo	[Supervisor]	
	45-day [or 60-day] Update Memo	[Supervisor]	
	60-day [or 75, or 90 – Day] Status Memo	[Supervisor]	

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Timeline for Improvement, Consequences & Expectations:

Effective immediately, you are placed on a (insert 60, 75, or 90)-day PIP. During this time, you will be expected to make regular progress on the plan outlined above. Failure to meet or exceed these expectations or any display of gross misconduct will result in further disciplinary action up to and including termination. In addition, if there is no significant improvement to indicate that the expectations and goals will be met within the timeline indicated in this PIP, your employment may be terminated prior to (insert 60, 75, or 90) days. Furthermore, failure to maintain performance expectations after the completion of the PIP may result in additional disciplinary action up to and including a meeting with the Chief.

The PIP does not alter the employment-at-will relationship. Additionally, the contents of this PIP are to remain confidential. Should you have questions or concerns regarding the content, you will be expected to follow up directly with me.

We will meet again on as noted above to discuss your Performance Improvement Plan. Please schedule accordingly.

Signatures:

Print Employee Name: _____

Employee Signature: _____

Date: _____

Print Supervisor/Manager Name: _____

Supervisor/Manager Signature: _____

Date: _____

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Accountability and Compliance:

General

1. The supervisor assigned to write a PIP is responsible to document all portions of this form and review the process with the employee involved.
2. Upon designated review dates the supervisor will ensure all steps have been completed. Any steps not completed will result in further discipline and meeting with the Chief.

Field Training

1. A Performance Improvement Plan will accompany all requests for extensions in the Field Training program

Driving

1. A Performance Improvement Plan will accompany any accident that is deemed preventable.

Medical Errors

2. A Performance Improvement Plan will accompany any gross medical errors (wrong medication's, protocol violations), along with a formal QA with command staff and the medical director.

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