



NORTHAMPTON COUNTY

Department of EMERGENCY MEDICAL SERVICES



STANDARD OPERATING GUIDELINES

TOPIC: Performance Improvement Process	SOG #: 2.8.4
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Written by: Hollye B. Carpenter	Revised: 01/01/2013
Approved by: Hollye B. Carpenter	Adopted: 01/01/2013

PURPOSE

This SOG is intended to help the EMS Provider that may be experiencing performance or behavior issues that are not conducive to the organization’s needs. This process is intended to be corrective in nature and not punitive.

SCOPE

All EMS Providers

CONTENT

Process

1. Identify the performance/behavior problem.
2. The EMS Officer will talk (coach) to the individual involved. Explain how this performance/behavior is impacting the organization. Determine ways to correct the issue.
3. Monitor individual to determine if the problem is improving. In most cases the EMS Provider will have 15 days to improve.
4. If no improvement is seen in 15 days the Performance Improvement Plan (PIP) will be activated.
5. The EMS Officer will sit down with the EMS Provider and review the problem with the employee.
6. The EMS Officer will then coach the EMS Provider in the process of filling out the PIP. The EMS Provider completes the plan with the assistance of the EMS Officer.
7. The EMS Provider and the EMS Officer agree on a date to follow up on progress of the plan. (Usually 30 days)
8. The EMS Provider and EMS Officer sign the plan. Both the EMS Officer and the EMS Provider receive a copy of the plan.
9. On the review date both parties will review the progress. Several possibilities may exist.
 - Problem is completely corrected. No future action taken.
 - Progress has been made with improvement seen. Additional time to be given to completely correct problem.
 - Problem has not been corrected and the EMS Provider has made no effort to try to correct the problem.



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- i. First Written Reprimand given , with 30 additional days to correct the problem.
 - ii. If no change, second Written Reprimand given, with 30 additional days to correct the problem.
 - iii. If no change, the EMS Provider is Suspended, with 30 additional days to correct the problem. *(Usually suspension is for 1 to 3 shifts (12 hours.)*
 - iv. If no change the employee is Terminated.
10. There are some cases where the PIP will not be used and immediate termination should be enforced. These are very severe incidents such as:
- Severe insubordination,
 - Sexual Harassment,
 - Stealing,
 - Drinking or using drugs on duty,
 - Criminal conviction, such as DUI.