

You're Super Because...

When I recently reported a problem with procedure data that is downloaded to the CDR for display in CareWeb Problem Summary List, you carefully validated all the data parameters and fixed the problem promptly. This was wonderful. What's even more impressive is the number of times that you've provided equally prompt, capable, and thoughtful analysis and programming support for CareWeb and MIS functions. You are an invaluable partner for the business areas that rely on CDR support, and your efforts contribute to patient care safety and quality. A very heartfelt "thank you" from a happy customer and colleague.

Lynne Nickle



THE UNIVERSITY OF MICHIGAN HEALTH SYSTEM
University of Michigan Hospitals and Health Centers
Staff Performance Planning and Evaluation

Comments from Pat Shalis - Fiscal Year 2008 Evaluation

Lin's had several significant contributions during the first part of the year. She worked very hard to complete all the MCIR changes required by the State of Michigan extract report. This work is very detailed, and is highly integrated with CareWeb, which creates complexity in making the desired changes. Lin is the team expert in understanding the data relationships, and working with the CareWeb BAs as the state continued changing the requirements. She writes excellent detailed documentation which is very useful for support during the intervals when the extract is not changing. The success of MCIR is due to Lin's excellent work in this area. Lin also contributed CTSLD and other very useful documentation to the new CDR On-Call Manual, which was a top team priority. She responded well to suggestions for change, and agreed to use the team-selected program (Confluence) for her documentation. All the On-Call members benefit from her clear documentation, especially since she does most of the ongoing support so others are not as familiar with her unique programs. She is always looking for ways to improve the monitoring of her processes, and making the support easier for others to do. Her work is of high quality, carefully tested, and deploys smoothly. The team benefits from all of Lin's excellent work in the areas she supports.

Comments from Steve Summers - Fiscal Year 2008 Evaluation

UMHHC Performance and Job Specific Behaviors

Lin has been with the CDR team almost from the start. In this time Lin has seen significant change in people, processes and culture. She takes the initiative to assist others and is seen as a respected leader on the team and with customers. She is extremely attentive to customer needs and strives to find new ways to optimize efficiency and quality of her work and challenges others to do the same. Although Lin will be moving to Colorado, she continues to exhibit a high level of engagement and is willing to take on new work as appropriate. I appreciate her consistency and attention to detail and the team takes comfort in knowing that her work and steps to provide support are accurately documented in Confluence. Her talent and teamwork will be missed as she transitions out of UMHS. In the coming weeks I anticipate she would proactively seek out additional ways to minimize the impact of her departure and provide the team with any needed operational material. I've only known Lin for a few months but she quickly gained my respect and I'm sorry we won't have more time to work together.

Accomplishments

Lin received a "Your Super" award prior to my arrival. In regards to significant contributions, Lin's primary focus has been on the interface with the Central Transcription Service group/functions and the MCIR project. Major accomplishments are highlighted above. I am very pleased with her ability to self manage her workload and escalate issues that require additional attention. I look forward to continuing to leverage her processes and products as we transition her work to new resources on the team.

Linda Sue Siebert	MCIT ECS-CDR	9204 4332	Software Developer Sr.	07/01/07-06/30/08
Staff Member Name	Department Name	Employee ID #	Job Title / Classification	Evaluation Period



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Overall Evaluation Summary Statement – Fiscal Year 2007

Lin has completed another busy year in her primary areas of support. She is our lead for CTS transcribed documents and all projects having to do with CTS, documents and CareWeb edit/sign. This year, she has been very involved in working closely with the CTS team as they successfully migrated our interface process from a very old server to a new Linux server. This project was particularly challenging because the program is so old and much of the code is no longer completely understood. Lin's experience and excellent analytical skills were critical to the success of this migration. She continues to keep a watchful eye on the post-migration documents to make sure that all is performing as expected. Throughout the year, Lin has also worked closely with the CareWeb and CTS teams as various fixes and enhancements to medical documents were proposed, designed, tested and deployed.

Lin has also been very involved in significant changes and improvements to the MCIR immunization reports sent to the State of Michigan. This process started last year, and is expected to be finished in fall, 2007. Lin demonstrated leadership for CDR team as she met with other participating teams, created clear documentation of the issues and the technical changes, and validated the approach and content with the key teams. At the same time, she completed enhancements to the propagation of MCIR data, and determined the plan for a phased rollout of changes. She will be busy completing this project in the coming year.

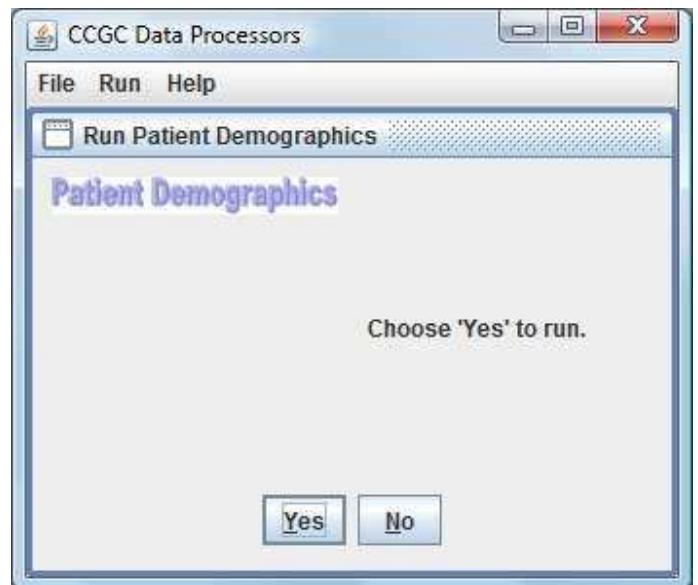
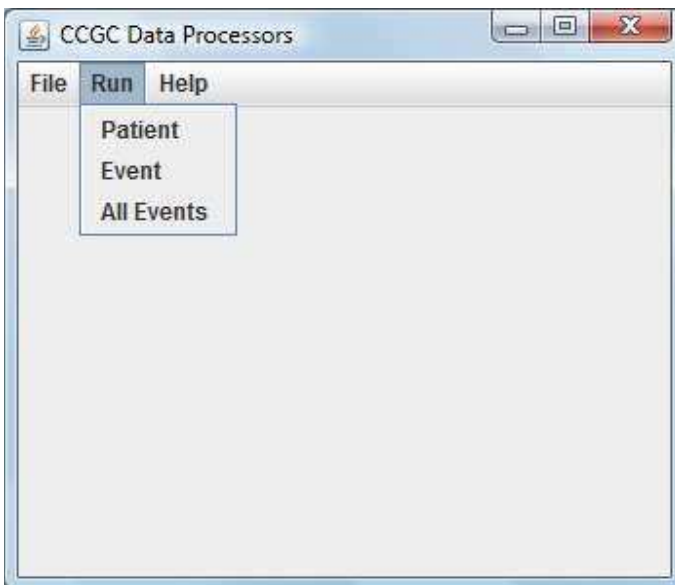
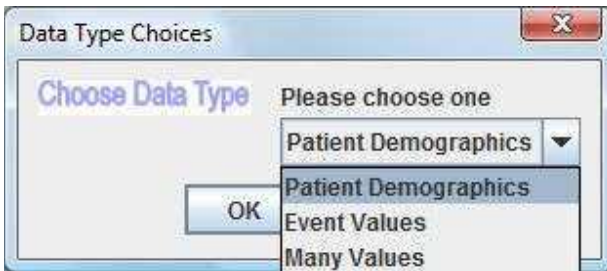
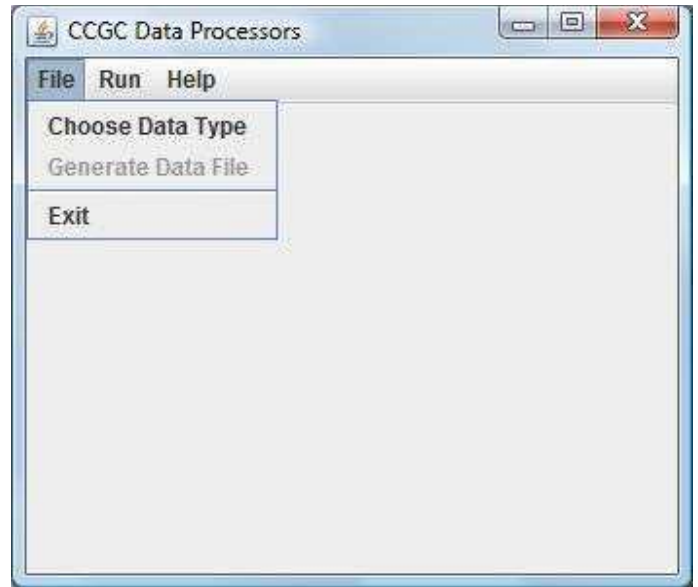
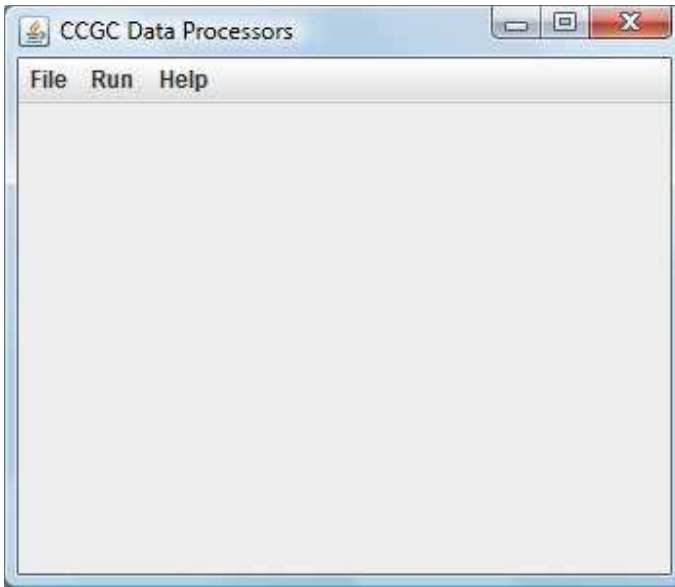
At the team level, Lin has contributed significantly to production support for the team. She is very consistent in documenting situations that occur with Remedy tickets or on-call so that information is available for her fellow team members if the problems reappear in the future. She covers for other team members when they are gone, and follows through on training fellow team members to cover her when she is out of the office. She volunteered to be available during non-working hours, if her expertise was needed for a problem in her areas of support. Lin was also very involved in testing before and after the many Oracle upgrades completed this year in all our CDR environments. She is the UNIX expert on the team. She is always thinking about new ways to streamline processes, centralize directories or profiles, and make other improvements for CDR process support. Her fellow team members are very appreciative of her leadership in this area.

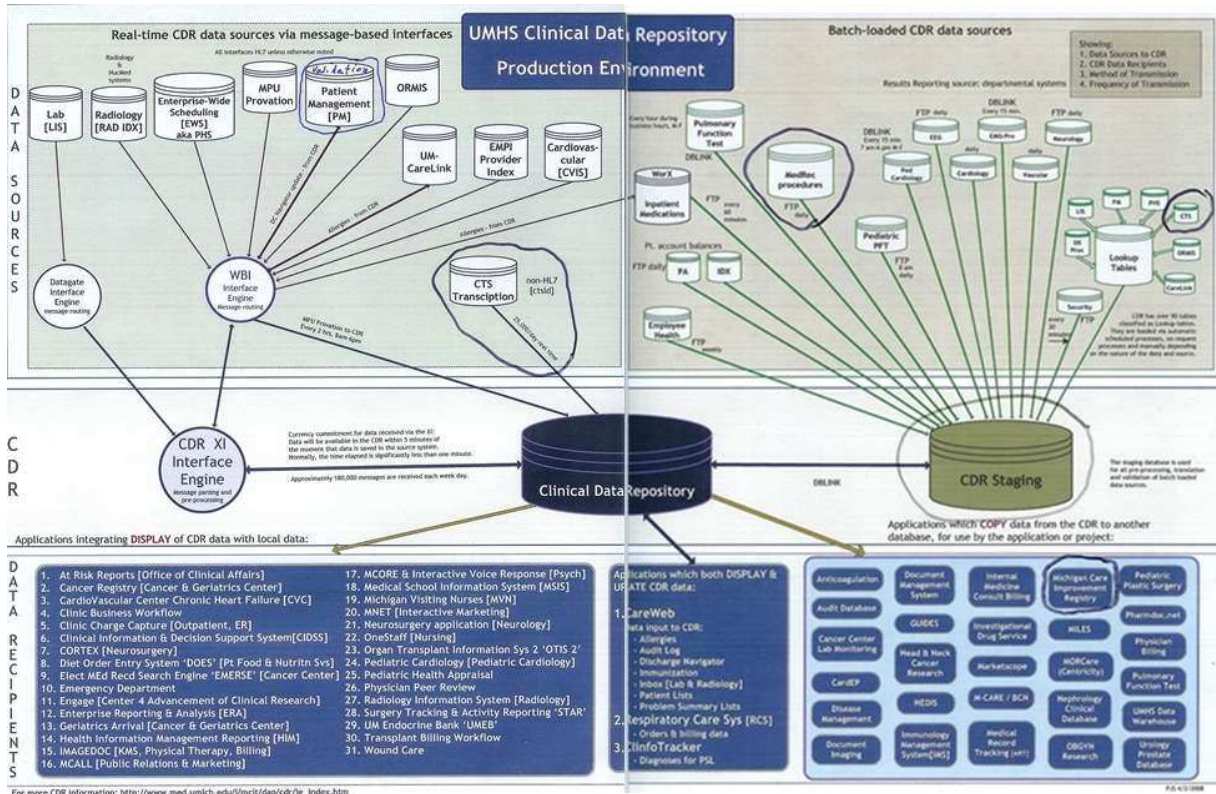
In the coming year, Lin will be completing the MCIR project, and can expect to continue significant involvement in the CTS project as they move into further phases. We will be continuing work to standardize CDR processes, logging, error management and documentation in the next year, and I am counting on Lin to be a major contributor in this area. I appreciate her thorough work, her flexibility when priorities change, and her cheerful interaction with her fellow team members. Lin is an important asset to the team, and I appreciate her contributions very much.

Pat Shalis – Team Leader

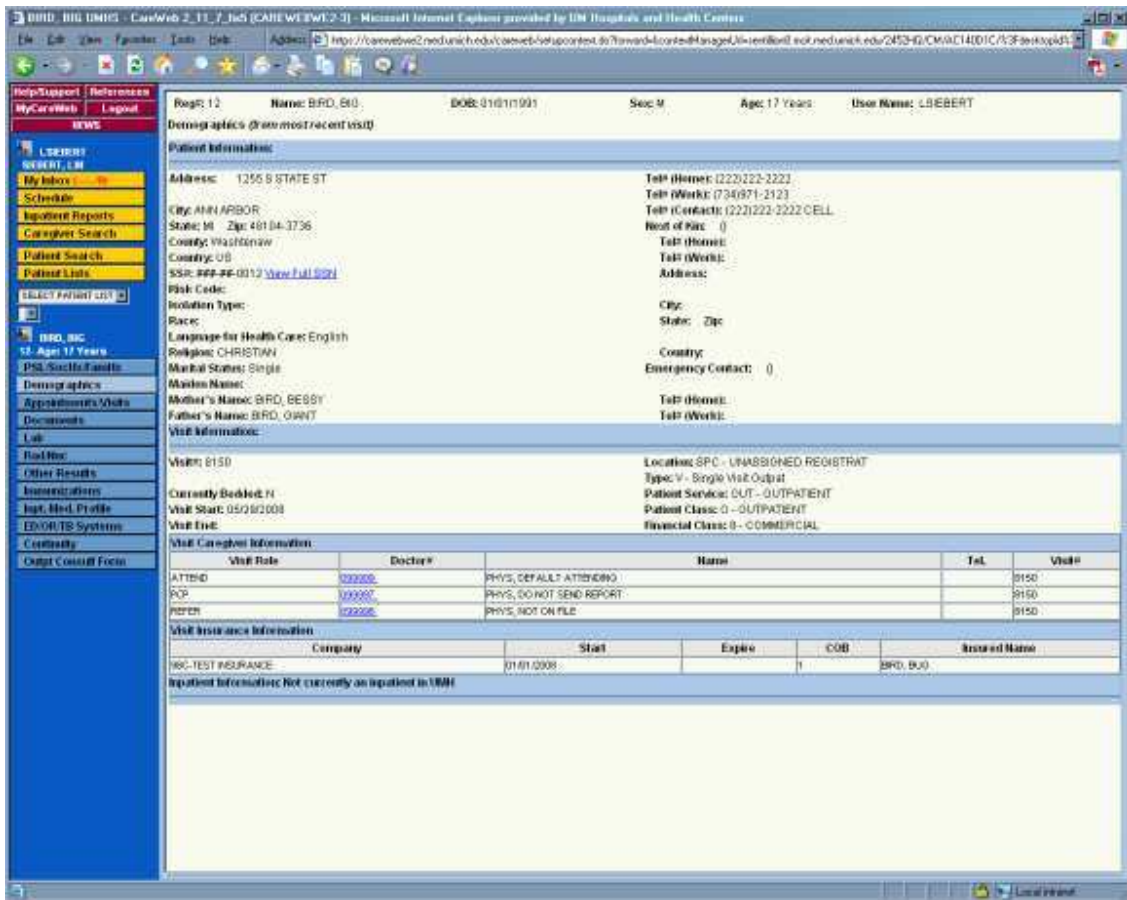
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Application to Extract, Transform, and Load Data





Some of Lin's projects in CDR dealt with circled areas.



Screen shot of CareWeb – Big Bird is test patient.

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