

Snyder, Rachel Elaine

Hospital Liaison

Manager: Valenteen Militello

Evaluated By: Valenteen Militello

2023 Annual Performance Review

Organization: Administrator (SCAH-San Leandro HC OTHER)
(Valenteen Militello) (SUP_5579)

Location: 110 Stony Point Road Suite 110 200

01/01/2023 - 12/31/2023

Overall Performance Rating

Manager Overall Assessment

Rating: Exceeds Expectations

Comment: Throughout 2023, Rachel demonstrated a high level of competence while consistently surpassing the expectations of her job duties.

Employee Overall Assessment

Rating: Exceeds Expectations

Comment: I believe I consistently go above and beyond. I take ownership of challenging situations to find resolution to meet the needs of patients and staff. I anticipate field clinician needs, seeking clarifying orders and appropriate referral information. I am regularly sought out as a resource for both SCAH clinical staff and hospital case management.

Acknowledgement

Employee

Entered by: Rachel Snyder

Date: 03/11/2024

Status: I Acknowledge

Comment: Thank you. I appreciate the team i work with and the opportunity to help care for patients.

Guidance

2023 Annual Performance Review

Review Period: January 1, 2023 to December 31, 2023

In the performance review, be sure to consider position requirements and measurable results in the following areas:

Principal Accountabilities

Using the position specific job description, evaluate job accountabilities. Consider what has been achieved over the course of the year and use this opportunity to consider key accomplishments and quantifiable results.

Universal Requirements

Rate the degree to which organizational and department standards, policies and procedures are adhered to up to and including: Completing all required trainings on time, annual medical screenings and maintaining compliance with policies associated with attendance, management of timecard, mandatory education, meal breaks, safety, dress code, and maintains appropriate/applicable licensure, certification and education requirements.

High Reliability Organization

The employee has put into practice techniques and behaviors that promote a safe environment for

patients and employees.

Clinical Competency Confirmation

If clinical assessments are required for this position, consider whether the employee met all clinical competencies-based assessments required for their job or unit they work in.

Overall Performance Rating and Comments

Select a rating and enter comments that best reflect overall performance. When choosing your rating, consider the employee's adherence to organizational compliance activities (ie: required training, medical screenings, licensure, etc.) standards, policies and procedures. Be sure to also consider the employee's overall demonstration of [Sutter Health Values](#). To view the Sutter Health rating scale and expanded rating definitions, click [here](#).

Please note, contents of this Performance Review are viewable by all who participate in this process including the employee.

Contributions & Achievements

What individual contributions were made toward the achievement of organizational goals? Be sure to address contributions to strategic goals, department goals and dashboard metrics.

Manager Assessment	Employee Assessment
Response: Rachel consistently surpasses the expectations of her role as a hospital liaison. She conducts IV classes at the office, actively contributes to finding solutions for complex patient placements, and regularly receives accolades from hospital case managers. Her crucial role ensures smooth transitions for patients from hospital to home, and she readily takes on extra shifts to support teammates during absences or illness. She actively collaborates with Primary Care Physicians, hospitalists, and hospital staff to streamline the Home Health admission process. Rachel attends hospital rounds, facilitating orders and assessing patient needs, ensuring the appropriate level of care. Her clear communication with both hospital staff and her home health team showcases her exceptional critical thinking and problem-solving skills. Rachel consistently completes her tasks in a timely and accurate manner, contributing to a seamless transition for patients from the hospital to home. This plays a crucial role in achieving our yearly branch admission goal and meeting our baseline quality and service goals.	Response: I participated in training additional RNs in IV competencies in order to facilitate timely initiation of care for IV patients. I consistently problem solve with hospital case management and home health to facilitate smooth transitions between care settings and minimizing avoidable hospital days.

Where is there room for improvement? What actions or support are needed to improve performance for

next year?

Manager Assessment	Employee Assessment
Response: Rachel aims to prioritize self-care to enhance her well-being and rejuvenate her energy for the workplace.	Response: TBD. A personal work goal is to prioritize stepping away from work during my lunch break in order to regroup and recharge, rather than thinking about what needs to be done next.

Skills & Career Development

What professional and/or leadership skills were demonstrated in your role? Be sure to consider [Sutter Health Values](#) and what was done to make the team better.

Manager Assessment	Employee Assessment
Response: Rachel embodies Sutter’s values of teamwork, excellence, and curiosity. As a strong patient advocate, she fearlessly tackles challenges to ensure our patients' needs are met, facilitating the delivery of high-quality care. Liked by her team, Rachel is always willing to assist others. Throughout the year, she has demonstrated teamwork by providing IV skills classes at our home health branch. With a curious mindset, Rachel actively explores ways to enhance our team and advance the quality of care we provide to our patients. She consistently upholds Sutter’s principle of "caring for our patients first and our people always."	Response:

What steps were taken to develop professional skills this year? What are your career aspirations and career goals?

For additional development ideas, view the [2025 Sutter Health University Catalog](#).

Manager Assessment	Employee Assessment
Response: In 2024, Rachel is committed to elevating her skills as a Hospital Liaison, with the goal of strengthening team support and actively contributing to the branch's objectives for the year.	Response: I began my BSN program. I would like to continue to develop my professional skills in ways to promote improved quality of care. I'm interested in working as a QC or Nurse educator after completing my degree. I also plan to pursue my masters degree.