

2007 PERFORMANCE APPRAISAL FORM

 Please email completed review form to 2007performancereviews@eclipsys.com

Employee Name (Last, First, MI)	Employee No.	Dept #	Job Title	Hire Date	Date of Review
Bennett, Lisa L.	18901	3003	Sr. Instructional Designer	4/17/06	3/10/08

MIT's – Your Top 3 Most Important Task's: Accomplishments/Results Achieved for 2007 tied to ECLP's 2007 Vital Few Objectives: <ul style="list-style-type: none"> • Become the <u>Recognized</u> Leader in HIT Client Satisfaction • Define and Lead the High-Acuity Market with Products <u>and</u> Proven Client Outcomes • One Team
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#1: Assume ownership of courseware updates for the Core guides to reflect current service pack functionality to be completed by the end of Q3 2007.

I analyzed and redesigned/developed the existing training guides for XA2000, XA2020, and XA2030. I reflected client workflow and best practices, as well as incorporated SP4 new features.

Both Education Services and Eclipsys University used these guides to train clients and new employees on Sunrise Acute Care. The new guides were able to provide more structure and consistency within the multi-session training program and were well-received by instructors, clients, and employees. In addition, there was an increase in our client satisfaction ratings and knowledge transfer/retention on this core product.

#2: Learn our chosen eLearning development tool and develop one lesson/module for delivery to clients via our LMS by the end of Q4 2007.

I attended the Firefly (Author and Publisher) online training sessions. I designed the user interface for CBT delivery as well as the embedded simulations. I also worked directly with our training instructor and Knowledge Planet's technical support team to further customize the interface and functionality of our CBTs.

I created a FAQs document for our team that provided detailed, step-by-step instructions for using the template I developed. During development, I discovered numerous defects in the Firefly tools. I tested/troubleshooted and worked with tech support to identify workarounds as appropriate. I noted everything in this document and held a meeting in order to transfer that knowledge to the rest of our team. Throughout our development cycle, I mentored and provided ongoing assistance for the entire team as requested.

Additionally, I designed, developed, and tested the Sunrise Acute Care 5.0 – New Features CBT, which included an assessment.

#3: Assume ownership of the courseware planning and development for the main Core courses (former XA2000, XA2020, XA2030 guides) for the 5.0 release to be developed, piloted and released by the end of Q1 2008.

I conducted a thorough analysis of the existing XA2000, XA2020, and XA2030 courses. I determined there was much duplication between courses. I identified key learning objectives from the existing courses, and developed a proposed training program for Sunrise Acute Care. The training program was approved and consisted of two core courses—Configuration 1 and Configuration 2—that met these learning objectives. The training also incorporated 5.0 new features.

These courses are currently being piloted and delivered to clients in March 2008.

Core Competencies: Results, Teamwork, Client Focus, Commitment to Excellence & Open Communication

RESULTS:

- Proactively sets goals, understands expectations, and executes activities to achieve these goals. As appropriate, effectively formulates strategies for achieving results, which are aligned with ECLP business objectives.
- Takes personal responsibility for driving meaningful results with SMART goals. Works with an appropriate sense of urgency to deliver on commitments that consistently achieve objectives. Anticipates needs of customer and proactively delivers solutions that provide value.
- Ensures assignments are aligned with ECLP objectives & makes the connection of how projects contribute to the overall success of ECLP.

Self Assessment:

I developed detailed outlines for the Sunrise Acute Care 4.5 SP4 and 5.0 training programs. This allowed me to determine the required development effort, resources, and deadlines to meet our client-driven deliverable dates.

The following lists the SMART objectives we established for our projects:

- **Specific**—We identified learning objectives with concepts participants should be able to explain or functions they should be able to demonstrate upon completion of the training. The training outlines we developed also identify the course in which each objective is met.
- **Measurable**—We required participants to establish proficiency with the product through discussion, hands-on group activities, and activities performed independently.
- **Achievable**—We established learning objectives that are appropriate for the intended audience, given their knowledge and role at their site.
- **Realistic**—We developed training programs that effectively trained clients within the allotted time frame. We considered the amount of content, clients' travel schedules, and budget requirements when determining the course durations. In addition, we relied on available internal resources to develop accurate content with realistic workflow-based scenarios.
- **Time**—We developed training programs that met required, client-driven deliverable dates.

Manager Assessment:

Despite constant aggressive deadlines, Lisa not only meets deadlines, but consistently completes projects ahead of schedule. Last year, during our rollout of 4.5 SP4, Lisa took on several courseware update projects and successfully completed far more work than we originally thought we would be able to accomplish in our timeframe. As a result, many more courses were updated than planned, allowing for better quality training for our clients. Lisa clearly understands the impact of deadlines on our financial success as an organization, and on client satisfaction.

<input type="checkbox"/> Exceptional	<input checked="" type="checkbox"/> Consistently Exceeds Expectations	<input type="checkbox"/> Fully Meets Job Requirements	<input type="checkbox"/> Not Meeting Job Requirements	<input type="checkbox"/> Significant Improvement Required
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TEAMWORK: Meets team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Self Assessment:

I consistently developed high-quality deliverables and met all established project deadlines. I worked with various team members during the past year, but most notably, Kristine Caruso. I solicited ideas and opinions from other team members on an ongoing basis. In addition, I solicited input and feedback from instructors, development, and support as required.

I took a proactive approach to teamwork and communicated regularly with others involved on projects. I asked questions when clarification was needed, followed up on requests for information as required, and escalated issues to management when appropriate. I kept team members and other project-related resources informed of the project status and any pending issues needing resolution. I also identified potential risks to the project and notified management as appropriate.

Manager Assessment:

Lisa does not hesitate to seek input from her teammates when questions or issues arise. She also documents these decisions and put together a style guide for our team that we continue to enhance. Lisa helps everyone on our team when they need assistance and is typically a 'go to' person for technical questions and assistance.

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CLIENT FOCUS: Anticipates and responds to client needs and expectations through: understanding client's goals and objectives; taking initiative to employ new or creative approaches that solve customer problems and meet or exceed expectations; taking personal responsibility for customer satisfaction.

- Respects customer point of view but also demonstrates the ability to balance customer's competing requirements with available resources.
- Sets appropriate expectations and consistently deliver promised results. Monitor and follow up on customer satisfaction to ensure expectations have been met.

Self Assessment:

I worked with Subject Matter Experts (SMEs) to understand business objectives, system requirements, client workflows, and required learning objectives. I incorporated 'real-world' examples and scenarios into the training programs to enhance knowledge transfer and retention. I also incorporated any feedback received through the client evaluation process to ensure customer satisfaction.

Manager Assessment:

Lisa approaches every project at a very high level to ensure that she understands the overall objectives. She works directly with our instructors and other SMEs in order to design and develop materials that will best meet the client's needs. She balances those findings with respect to the time available for development.

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COMMITMENT TO EXCELLENCE: Constructively mentors others and shares key learnings to coach and develop them rather than simply communicating objectives. Relentlessly prepares for situations and is capable of acting to pursue work objectives linked to the long term success of the organization, advocating change to maximize the use of resources (including financial, human, tangible and technology).

- Celebrates success wholeheartedly and readily acknowledges achievements of others.

Self Assessment:

As a Sr. Instructional Designer, I took the initiative to mentor others when opportunities arose, such as Firefly development, templates, instructional design, etc. In addition, I thanked others for their contributions on projects, recognized exceptional work, and informed management as appropriate.

Through my dedication, commitment, and attention to detail, I believe Eclipsys will benefit from better training programs, more knowledgeable employees and clients, increased marketability in the industry, and ultimately increased revenue.

Manager Assessment:

Lisa spent most of this review period working with one of the members of our team. Through this partnership, Lisa was able to bring the skills of her teammate up to the next level. She has been a successful mentor to her teammate, and their working relationship has been extremely successful and productive. Her assistance in defining and documenting our styles and processes have streamlined our development efforts and have helped us to achieve some measure of consistency in the work created within our team. I look forward to Lisa working with other members of our team during this review period so that they may have the opportunity to learn from her and grow their skills.

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OPEN COMMUNICATION: Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills.

Self Assessment:

I communicated effectively with other employees, at all levels of the company. I used various methods of communication available at Eclipsys--email, IM, phone, and in person--based on what was best suited for a given situation or resource. I solicited information, thoughts, and ideas from others. I also shared information with others in a timely manner.

Manager Assessment:

As expected of a senior level resource, Lisa's communication skills are excellent. As a result, she has built successful working relationships both with our technical instructors and SMEs outside of our department. She keeps her teammates and management well informed of project status, and any potential issues as they arise. She reports status on all projects in a very clear and detailed fashion. She informs me of any issues that may potentially impact the quality or timelines of our deliverables. I appreciate that she does not hesitate to escalate issues when necessary.

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Employee's Overall 2007 Performance Rating:

During this review period, Lisa had excellent opportunities to showcase her skills as a senior instructional designer. She eagerly accepted the opportunity to work with and mentor a teammate. She not only learned and used a new tool to develop CBT, she quickly became the group expert on that tool and is now the 'go to' person for technical questions and issues related to that tool. Lisa accomplished a great deal of work in 2007 completing all of those projects on time and with very high quality. She built productive relationships with others in our department in order to drive challenging projects to successful completion. I look forward to Lisa continuing to apply her skills to new challenges in 2008 and working with others on our team to further develop their skills.

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Employee's Top 3 Expected Results/Accomplishments/Vital Few for 2008

#1: Help Education Services achieve targeted revenue growth of 20% by developing additional course offerings, expanding the CBT catalog, and other through other content development ideas.

#2: Assist in the migration of ILT and CBT maintenance to the Pune team by the end of 2008.

#3: Learn the Adobe Flash application by attending an outside course or through self-study by the end of Q3 2008. Practice skills by altering one module of one of our existing Flash courses. This allows me to remain knowledgeable of industry trends and technology. It also provides me with the ability to maintain or customize existing CBT courses developed in Flash, as a resource in the U.S.

Employee comments, including Employee Development Plans for 2008:

I have a continued interest in my career progression, including possible management opportunities. Since my employment with Eclipsys, I have consistently met and exceeded management expectations and achieved my goals with quality, client-focused results. I believe my knowledge and prior management experience—combined with my proven work record, initiative, and overall success at Eclipsys—makes me a strong candidate for promotion to Staff Instructional Designer.

Manager comments, including Employee Development Plans for 2008:

I look forward to Lisa continuing to take the lead on project initiatives and working closely with the other senior members of our team to further define our standards and processes. Her input in this area will help us to bring our team in India up to productivity as quickly and efficiently as possible. I also look forward to providing her with the challenges she seeks in order to continue to grow in her career, such as learning Flash and working with our Flash-based courses to develop her skills with another CBT development tool.

Evaluator's Signature	Date	Coach's Signature	Date
<i>Kim DeMontreun</i>	3/10/08		

I have read this review and discussed its contents with my supervisor. My signature below is an acknowledgement only that I have received a copy and does not necessarily imply that I agree with the review or its contents.

Employee's Signature	Date	Human Resources	Date
<i>Lisa Bennett</i>	3/10/08		

Legend: Ratings & Definitions

Exceptional: Consistently goes above and beyond with exceptional & impactful results; also includes exceptional domain/functional expertise

Consistently Exceeds Expectations: Consistently exceeds performance requirements even on some of the most complex aspects of the job

Fully Meets Job Requirements: Doing a thorough, complete and competent job

Not Meeting Job Requirements: Does not consistently or thoroughly meet job performance requirements

Significant Improvement Required: Immediate and significant improvement required or employment will be terminated