

Performance Appraisal Form
Supervisor

Employee: Chrysti Corkill
Position/Title: Vendor Manager
Department: Claims

Manager: Rosemary Favier
Review Period: 2008
Location/Branch: San Diego

Performance Factors

Circle Appropriate Rating

Quality of Work/

Productivity: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of thoroughness, neatness, oral/written expression, and presentation of work product. The amount of production accomplished within required timelines.

Administration: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of ability to administer policies and procedures regarding staff performance of job functions

Communication: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of written & oral expression with regard to job functions

Job Knowledge: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of understanding processes, procedures, and technical skill required for job functions

Leadership/ Initiative: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of the ability to guide staff using influence and mentoring, toward achieving goals & objectives. The measure of one's ability to be a "self-starter", being pro-active towards accomplishing tasks, requiring little to no supervision.

Decision Making/ Problem Solving: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of ability to exercise good judgment and resolve issues

Customer Service: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of customer care given to both internal & external customers

Staffing/Retention: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of ensuring staffing and retention goals are being maintained for all functional areas

Timeliness/Accuracy: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of meeting required deadlines, and level of accuracy required of work product.

Training/Development: Outstanding Above Average Satisfactory Unsatisfactory N/A
The measure of instilling key disciplines and developing staff if applicable

Employee Comments: See attached

Manager Comments:

Employee Chrysti Corkill Date 4/24/09

Manager Rosemary Favier Date 4/24/09

Performance Review-4-08-4-09
Chrysti Corkill, Vendor Manager

Accomplishments:

Chrysti has done an excellent job bringing up the Preferred Select MPN and meeting individually with our agents to introduce the MPN. In addition to the responsibilities of the day-to-day management of the network, Chrysti has taken on other vendors such as DME and prescription drugs. In addition to the MPN, the two other vendors of significance are Mitchell and RWL, UR. Chrysti has assisted in the contract negotiations and has taken on direct oversight of both vendors. Overall, Chrysti has done very well in her new role as Vendor Manager.

Opportunity Areas:

This year Chrysti must focus on educating examiners and nurses on the continued use of the Preferred Select MPN and the difference the MPN will make to overall medical costs.

In addition, Chrysti must start with Dr. Ingram educating our MPN Dr's in how to write AME quality P&S reports and impairment ratings so that these reports will be not only admissible but constitute presumptive authority over other reports. This will assist us with managing AME expenses.

This year's goal for MPN penetration will be 85% by 5-2010. The MPN will be a year as of 5-1-09 and we must effectively move all open cases to the MPN as soon as possible.

Chrysti also needs to develop specific categories for the evaluation of the performance of the MPN.