



## **ACHS Medal Citation**

### ***Ms Rosemary Snodgrass - ACHS Medal – 2017***

Rosemary has shared her passion for continuous quality improvement across all states and territories of Australia whilst working for ACHS in Sydney and as a lead surveyor for many years. Rosemary has been instrumental in educating and assisting staff by providing concrete examples and imparting her knowledge gained from across Australia. Rosemary has always shared information readily and is able to convey it in an easily understandable format. Many hospital staff being surveyed have commented on the calm, friendly approach that Rosemary employs to inform people about methods and approaches that could be taken to improve safety and quality performance across a wide variety of public and private organisations. As an advocate of quality improvement, Rosemary ensures the positives are highlighted and linkages with outstanding organisations or projects are disseminated which other organisations can emulate.

Rosemary always appears to have time for everybody and regards possible recommendations as an opportunity to improve services. This inspiring approach has assisted organisations to think about their methods more thoroughly with the knowledge that Rosemary is willing to assist and support wherever possible. She is a strong advocate for continuous quality improvement processes and mentors staff to ensure this passion is ignited and strengthened in others.

Rosemary became an ACHS Surveyor in 1993 and then a Trained Co-ordinator in July 2001. Rosemary has undertaken 269 surveys, totalling 674 days. While this a significant accomplishment, Rosemary has been gracious and kind when dealing with healthcare professionals, sometimes under difficult circumstances or when the news is not favourable and significant change is required. This empathy towards staff who are trying to do the best for their patients has resulted in complimentary responses from organisations following survey, specifically about the dedication and professionalism shown. Hospital staff often comment about the wealth of knowledge and constructive information Rosemary provides to ensure quality is enhanced and actively encouraged. Rosemary will check that what was promulgated to improve quality is delivered when she next visits an organisation. Knowing that Rosemary will return to a site bolsters staff morale because they want to highlight the improvements made and accept her glowing acknowledgements.

Rosemary is an extraordinary individual who displays positive and encouraging leadership with healthcare professions across all levels. Rosemary always puts people at ease when she speaks with them and is methodical, paying great attention to detail which is evident in the numerous accreditation survey reports she has written. Rosemary personifies a professional team approach to all her work and has mentored many people in the safety and quality process and service improvement area. This strong commitment to safety and quality is infectious and ensures that staff are enthusiastic about quality improvement in diverse settings.

In her role as Manager, Surveyor Workforce from February 2014 to July 2017, Rosemary provided a link between the Surveyor Workforce, ACHS staff and the organisation's. She could readily solve problems – from minor to the most complex issues that arose from organisations, surveys and surveyors.

Rosemary is highly regarded across the Sydney health care community through her long-term tenure as Director of Nursing at Royal North Shore Hospital and CHS from October 1989-July 1999. Prior to this, she was DoN at The St George Hospital, Kogarah for five years.

Rosemary has also worked in rural and remote areas and was both the Deputy President and a Board Member of the NSW Nurses Registration Board from 1988-2001.

**28 September 2017**