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Employee Recognition Program
Medical Center Awards

Helen May Compassionate Care Award

Each year one employee is selected from among those nominated to receive this award. The award was established in 2003 in memory of Helen May, who died in 2001 after working at UAMS for 11 years. Nominations may be submitted by peers, supervisors, physicians, patients and patient family members. Criteria for the award are the service standards of safety, respect, excellence, image and efficiency.

The winner is based on evaluation of the nominations by a committee.

“Circle of Excellence” Honor Roll Awards

The Circle of Excellence Honor Roll is published quarterly. Any employee who is mentioned positively by name six or more times in one quarter will be listed on the Circle of Excellence Honor Roll. Mentions can be in letters, comment cards, survey responses or other written or electronic feedback from patients or employees. Honor roll members will be featured on a poster display and in UAMS news publications.

Employee Recognition Program Celebrations

Annual Circle of Excellence Celebration

A week in spring/early summer will be designated as a celebration of the Circle of Excellence.

This celebration will include a campus-wide Awards Ceremony to formally honor major achievements by individuals, units and departments.
Departmental Employee Recognition Program

Program Overview

PURPOSE:

To support and recognize UAMS Medical Center employees who demonstrate a commitment to the Circle of Excellence (COE) and the goals of a patient-centered service culture. The program seeks out, acknowledges and shows appreciation for positive accomplishments and behaviors of employees related to the UAMS Service Theme, Service Standards and Behavioral Standards.

REQUIREMENTS:

Each department within the UAMS Medical Center will develop and implement an employee recognition program that contains criteria established by the COE Steering Committee. Previous recognition plans should be revised to contain the new criteria, reflecting the patient-centric service culture of the Circle of Excellence.

Each department’s program should be developed with input from employees and have final approval from the department director.

TIMELINE:

- June 1, 2009 -- Department plans developed and submitted via e-mail to Kathleen McComber for review by the COE Steering Committee
- July 1, 2009 -- Approved plans implemented.
Department Recognition Guidelines

- The department award must represent the overall theme of the recognition program, “We create Comfort, Hope and Healing for our Patients and Families.”

- All recognition must support the Circle of Excellence and the mission and values of UAMS Medical Center

- When possible, judging and selection should be conducted by a panel of employees who have previously been recognized and department managers.

- Employees should be recognized for demonstrating a commitment to the UAMS Service Standards of safety, respect, excellence, image and efficiency in performing their job.

- An employee may be recognized for a commitment to a single service standard or several.

- Documented eligibility criteria including ineligibility for written disciplinary action should be provided to all employees.

- All employees should be provided with clear instructions for the nomination process, including forms and sample narrative sections

- Rewards should be presented at regularly scheduled intervals such as monthly or quarterly.

- Reward components such as awards, certificates, gift cards, invitations, and recognition in UAMS publications should be clearly outlined and consistent across all winners.

All employees receiving the recognition in each department will receive an invitation to attend an awards luncheon hosted each year by the UAMS Medical Center Executive Director. Honorees will also be acknowledged in appropriate internal publications.
Employee Recognition Program
Project Components

- Evaluate program with Circle of Excellence and employee survey criteria
- Program design approved
- Award selection finalized
- Present new program to key stakeholders
- Announcement of new plan
- Phase out of current plans
- Awards reception for previous winners
Employee Recognition Template

Date _________________ Program Coordinator ________________________________
Contact Number ________________________ Contact e-mail _________________________
Department ________________________ Department Head __________________________
Award Name _________________________
Purpose of Award ____________________________________________________________

Eligibility __________________________________________________________________
_________________________________________________________________________

Frequency    ☐ Monthly    ☐ Quarterly    ☐ Semi-Annual    ☐ Annual

Criteria ________________________________________________________________
________________________________________________________________________

Nomination Process _________________________________________________________
________________________________________________________________________

Selection Process _________________________________________________________
________________________________________________________________________

Award ________________________________________________________________

Communication of honorees ________________________________________________
________________________________________________________________________
Department Recognition Communication Plan

Discuss the following points with your department when introducing your new plan:

- What types of behavior will be recognized?
- Who participated in development of the plan?
- Explain who is eligible to win the award
- How often will the award be given?
- Explain the criteria and the service theme.
- Explain how to nominate a coworker
- Provide examples of what you are looking for in the nomination process
- Who will judge the nominations?
- What will honorees receive and how will they be honored?
The Recognition Process Principles

Before developing any recognition plan, certain key principles should be evaluated and reviewed related to retaining key people. Here are a few guidelines to keep in mind as you begin planning your award.

- For any reward system to have an impact on performance, it must be part of a work environment that’s rewarding as a whole.
- Keep in mind generational differences and develop a program with broad appeal.
- Use position titles or functional roles rather than the names of specific individuals in assigning tasks in the recognition program.
- Reward people by allowing them to get involved. Encouraging them to make decisions increases the likelihood of compliance with your requests. Can they help design the plan?
- Find ways to make people feel important and appreciated. Have several plans to include “on the spot” recognition, as well as a more formalized plan.
- Teach your managers how to nurture employee loyalty. Be a good listener. Ask your managers to attend development classes on effective listening and having crucial conversations.
- When people are free to laugh, they begin to relax. And they begin to care. Laughter fuels creativity so people can perform at their best.
Departmental Award Options

Publicity:
Mention in UPDATE, Capsule and other internal communication vehicles

Awards:
Reddie Cash cards to be used to make purchases at UAMS locations including the following:

- Fitness Center
- Hospital Gift Shop
- Cancer Institute Gift Shop
- Lobby Café
- Cafeteria
- Doc Java
- Outpatient Café
- IOA Café
- Bookstore

Cards are available in $10, $20 and $25 increments.

Certificates of Achievement are available from UAMS Creative Services.
Existing Recognition Programs

Case Coordination – quarterly award

STAR of the Month Striving Together Achieving Results
Any Point of Service Coordinator, Patient Representative, Registration and Appointment Specialist, Inpatient/ER Admission Representative and Chart Technicians may be nominated

Department of Nursing
  o Nurse of the Month
  o MVP of the Month
  o Daisy Award

Staff Education/Patient Education/Clinical Computer Training Center

Materials Management

Outpatient Services
  o Above and Beyond Performance
  o Creativity and Innovation
  o Leadership
  o Initiative
  o Quality, and/or exemplifying the Care Values

Patient Care Services – The Strongest Link

Patient Coordination – “U ARE THE ESSENTIAL LINK”

Pharmacy Services – quarterly “Essential Link”

University Rehab Services – quarterly “Essential Links of CARE”

Respiratory Care Services