

Employee Reward and Recognition Program

The Reward and Recognition Committee has developed two new programs to recognize the exceptional service provided by any member of our hospital family.

- **In The Moment Program** is an on-the-spot, real time recognition tool designed to thank staff when 'caught in the act' of providing exceptional service.
- **BEE Award**, celebrates any member of our hospital family who demonstrates excellence in their interactions with patients, visitors, colleagues and the community. Individuals can be nominated for this award.

'In The Moment Program' Questions?

Who is eligible to be recognized?

- Employees, volunteers and physicians.

What are the criteria for recognition?

- Providing exceptional service to patients, visitors and or staff members
- Going above and beyond to ensure an exceptional encounter

How is the individual recognized?

- When a member of the leadership team witnesses an individual going above and beyond in providing exceptional service they can utilize this tool to recognize the individual with an 'In The Moment' coupon - right on the spot, in real time.

What does the individual do with the 'In The Moment' coupon?

- Places the coupon in the 'Honey Pot' to be eligible for a monthly drawing of a gift card.
- It doesn't matter which 'Honey Pot' they place their coupon in.
- Once a month, the coupons will be collected and the winner selected.

Is there an expiration date on the coupon?

- No. For example, if an individual receives an 'In The Moment' coupon in October 2017 they may place it in a 'Honey Pot' whenever they want. It could be in March 2018 if they so desire.

Where will the 'Honey Pots' be located?

- In the main campus cafeteria, at the Pavilion Café, in Outpatient Rehab and Outpatient Behavioral Health

BEE Award Questions?

What does 'BEE' stand for?

- **B**eing **E**xceptional **E**veryday



Who is eligible to be nominated for the BEE Award?

- Employees, volunteers and physicians.

Who can nominate an individual?

- Nominations can be submitted by patients, visitors, employees, volunteers and physicians.

What are the criteria for nomination?

- Is a caring professional
- Provides an exceptional customer experience
- Delivers service based on standards of excellence
- Goes above and beyond in their interactions

How are nominations submitted?

- The nominator will email BEEaward@ghvhs.org directly and will provide detail within the email as to how the person being nominated meets the criteria.
- Or, BEEawards@ghvhs.org can be accessed through:
 - a direct link provided at the bottom of our intranet page
 - the employee portal on the ORMC website
 - C: More.
- There are no forms.

How many BEE Awards are given?

- The goal is to have one monthly winner.



Will there be an annual BEE Award?

- Yes.

Is the STAR Program still in existence?

- No. The BEE Award replaces the STAR Program.

How is the selection for the award made?

- The committee will review all nominations monthly and determine the winner.

What does the recipient of the monthly BEE Award receive?

- Every person nominated will receive a card from the committee congratulating them on their nomination.
- The monthly BEE recipient will be notified by the committee and receive:
 - A designated parking spot of their choice for one month
 - A celebration with their peers, supervisors and members of the management team.
 - A BEE themed cake and balloon
 - A BEE pin and certificate
 - A write-up in Connections
 - Shout out on ORMC's Face Book page

What does the 'BEE of the Year' receive?

- The 'BEE of the Year' will receive:
 - A monetary award
 - A celebration reception during Hospital Week
 - A cake, personalized plaque and flowers
 - A write-up in Connections
 - A shout out on ORMC's Face Book Page

Who do I contact if I have any questions about either program?

- Co-Chair, Kathy Bermo at kbermo@ghvhs.org
- Co-Chair, Debbie Linken at dlinken@ghvhs.org

