UWMC Recognition Policy

Section: Organizational Development & Training (OD&T)

Policy Number: 33-15

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I. Policy overview

Employee and medical faculty recognition is an essential component of being an “Employer of Choice.” To promote our mission of caring for patients and providing excellent service, we recognize staff that promote excellence in care and service and those that demonstrate our UWMC Core Values.

We acknowledge that each employee makes a difference to our patients at UWMC. This policy defines the methods by which employee and faculty recognition may occur.

II. Recognition at UWMC

A. Organization-wide programs: UWMC Recognition Program (Recognition Team)

Mission of the UWMC Recognition Program (Recognition Team)

- To assist in creating a culture at UWMC where staff and medical staff recognition thrives.
- To develop and administer high quality events, programs and services that enhance the well-being of the UWMC family, creating a sense of camaraderie, involvement, fun, and mutual support.
- To cultivate a work environment where management and staff are engaged in genuine, spontaneous and meaningful forms of informal recognition.
- To develop and administer recognition programs that formally acknowledge years of service and superior employee performance, with particular emphasis on recognition of behaviors that reflect our UWMC Core Values (Accountability, Respect, Innovation, Service and Excellence).

B. Departmental recognition: Individual departments are encouraged to recognize the contributions of individuals and teams when employee performance fulfills one or more of either the formal or informal recognition criteria. Department supervisors and/or managers will be called upon to articulate how employee actions or outcomes have fulfilled one or more of the criteria. Programs or awards not sponsored by the Recognition Program will be budgeted for and funded by the appropriate departmental or discretionary budget (requires completion and approval of recognition fund request form, found here: https://catalysttools.washington.edu/webq/survey/tarab34/65573).
III. Eligibility for recognition

A. Formal recognition defined: Employees may be eligible for any number of formal awards, depending upon their role, their position and/or their actions. An award is considered ‘formal’ when the following circumstances exist:

1. Criteria: When specific criteria exists that the employee must fulfill in order to earn the award.

2. Nomination: Most formal awards include a process whereby the employee is nominated for the award based on having met, in the nominator’s view, the specific criteria set forth in the award. (Some formal awards – Length of Service Awards, for example – do not involve a nomination process).

3. Validation: When one or more individuals review eligibility for the award (e.g. Employee of the Month Committee, Service Excellence Award Committee) and the employee is deemed to have met the criteria, thus qualifying to earn the award.

B. Examples of existing formal awards at UWMC:

1. Length of Service Awards: Acknowledgment of an official University of Washington Medical Center employment milestone, marking the continuous years of service as permanent, classified or professional staff at 5, 10, 15, 20 years and beyond (5-year increments). The Human Resources department coordinates the selection and purchase of employee service awards (206.598.6116).

2. Employee of the Month: The UWMC Employee of the Month Award acknowledges staff members who exemplify actions and behaviors consistent with the UWMC ARISE values: Accountability, Respect, Innovation, Service, Excellence. Staff must be nominated and deemed eligible for the award by the Employee of the Month Committee.

C. Maximum expenditure per employee for formal recognition: For formal recognition of employees, the individual award program parameters will generally outline the nature of the actual award received; whether it consists of a plaque, a gift, and/or monetary award, etc. In all cases, the total amount expended per recognition award, including beverages or light refreshments (where permitted) is limited to the monetary level authorized in the Revised Code of Washington State (RCW 41.60.150), which is $200 per individual and/or group receiving recognition. (RCW 41.60.150 can be found at http://apps.leg.wa.gov/rcw/default.aspx?cite=41.60.150).

D. Informal recognition defined: UWMC employees are encouraged to recognize individual and/or team contributions through expressions of appreciation and encouragement. Informal recognition may consist of activities including but not limited to:

1. Verbal or written expressions of sincere appreciation for excellent work,

2. Small group or team gatherings to express thanks,

3. Awarding of Recognition Program-sponsored items from recognition nooks (lapel pins, certificates, mugs and/or other trinkets or tokens that express appreciation).

E. Intent: Informal recognition activities are intended to support or inspire employee performance, to improve employee morale, or to encourage team spirit. The activities are intended to express appreciation for excellent work or for enduring and performing well through a difficult period of time.
F. Maximum expenditure per employee for informal recognition: As a guideline, activities associated with informal recognition should be limited to a cost of no greater than $10 per employee per recognition event/award. Exceptions are situational and will require prior approval by OD&T or UWMC Administration.

IV. Accessing organization-wide recognition awards

A. Formal awards:
1. Nomination forms for the Employee of the Month Award, Service Excellence Award and Medical Staff TLC Award are available online at www.uwmcrecognition.org. Contact OD&T at 206.598.6118 for assistance.
2. Eligibility for five-year increment Service Awards is processed on a monthly basis and department service award coordinators are sent the Service Award packets to distribute to staff. Eligibility is based on the most recent date of permanent hire. If you have an employee whom you believe is eligible for a five-year increment Service Award that has been missed or is not listed as eligible, contact Human Resources at 206.598.6116. Eligible employees will be invited to attend a Service Awards Celebration, generally held in February or March of the calendar year following the milestone anniversary year (e.g.: Service Awards Celebration for 2010 awardees is held in early 2011).

B. Informal recognition:
A supply of greeting cards, pins, certificates and other small tokens are funded and maintained by the Recognition Program. These items are located in “recognition nooks” at the following sites:
- UWMC hospital – Human Resources BB-150
- UW Tower – OD&T 7th floor
- Roosevelt II – Administration 1st floor
- Sand Point – Health Information Management
- Consolidated Laundry – Main office
- Ninth & Jefferson Building – IT Services
An informational log is maintained of when and for what purpose items are being distributed.

V. Budgeting for employee recognition

A. Budgeting for the Recognition Program – organization-wide programs
Annual budgeting for the Recognition Program will be done by OD&T with input from UWMC Administration. Examples of programs sponsored by the Recognition Program include:
1. Employee of the Month Award, Service Excellence Award, Medical Staff TLC Award
2. Development and administration of new formal award programs
3. Informal recognition resources and programs - i.e. cards, small gifts, certificates, education, etc. (recognition nooks).
4. UWMC-wide socials: Summerfest, Winterfest
5. Team sports events: Basketball, golf, softball and soccer tournaments
6. Community outreach: Winterfest food & gift drive, retirement awards for employees returing with 15 or more years of service

Visit www.uwmcrecognition.org for a comprehensive outline of specific programs funded by the Recognition Program.

B. Departmental budgeting for employee recognition

Departments should anticipate and budget for department-specific, profession-specific or individual employee recognition not sponsored by the Recognition Program. Examples of formal or informal recognition that managers may anticipate include:

1. Extraordinary accomplishment by individuals or teams worthy of recognition but not eligible for a formal award. (Note: Informal recognition items supplied by the Recognition Program may be considered in this situation).
2. Informal recognition of individuals or teams where the gift or award to be distributed is something other than the items supplied by the Recognition Program.
3. Profession-specific formal awards, where employees have fulfilled criteria and have been deemed eligible to earn the award.
4. Food associated with individual, small group or departmental informal recognition events or for retirement events for employees who have served less than 15 years.

C. Requesting departmental funds

The “Recognition Funds Request Form” must be completed and approved in advance of the recognition event. The form is available at www.uwmcrecognition.org or at https://catalysttools.washington.edu/webq/survey/tarab34/65573.

V. Policy/criteria for food and light refreshments

1. UWMC policy does not allow the use of hospital (08) departmental budgets for food/light refreshments. Food is not to be purchased for standing and routine meetings. Any exceptions to this policy must be approved in advance by an Associate Administrator, and UW Form 1798 (“Food and Beverages for Meeting, Training Sessions, and Recognition Awards Ceremonies”) must be completed. You can find UW Form 1798 at http://f2.washington.edu/fm/ps/sites/default/files/food.pdf. The University policy on food approval can be viewed at http://f2.washington.edu/fm/ps/how-to-pay/other/food-approvals.

2. OD&T will budget for and obtain advanced approval for any organization-wide formal recognition events where food and/or beverages will be served, and the event meets specific criteria set forth in this policy according to WAC, RCW and UW policy for meals and/or light refreshments.

VII. Retirement events (for employees retiring with 15 or more years of service)

1. Upon retirement, the expense for a Length of Service Award for employees with a minimum of 15 years of service will be paid from the Recognition Program budget.
2. UWMC Plaza Café catering will provide food associated with the retirement reception of an employee with 15 or more consecutive years of service (paid for by the Recognition Program).
3. The department or individual hosting the retirement event is responsible for any
additional (food or non-food) expenses associated with the retirement party.

Approval:

Process Owner: Tara Brown  Date: 7/15/10

Process Owner 2: Kurt O’Brien  Date: 6/08/10

Associate Administrator: Patricia Riley  Date: 6/08/10