

UNIVERSITY OF WASHINGTON
MEDICAL CENTER
UW Medicine



Recognition T.E.A.M.
Together Employees Achieve Miracles

UWMC Leader's Guide to
Recognition
Programs, Resources & Tools

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UWMC Recognition T.E.A.M.

Together Employees Achieve Miracles

Recognition T.E.A.M.'s Mission:

To cultivate a work environment where employees are encouraged to support genuine, spontaneous and meaningful forms of appreciation.

The Recognition T.E.A.M. achieves this by:

- Developing and administering recognition programs that acknowledge years of service and superior employee performance.
- Developing and administering high quality events, programs and services that enhance the well-being of the UWMC family; in this way, create a sense of camaraderie, involvement, and mutual support.
- Emphasizing recognition of behaviors that reflect UWMC values (Accountability, Respect, Innovation, Service and Excellence).
- Acknowledging behaviors that reflect our Standards for Service Excellence.

UWMC Recognition T.E.A.M. (Together Everyone Achieves Miracles) is sponsored by the University of Washington Medical Center department of Organization Development and Training.

Join the Recognition T.E.A.M.

Leadership and membership of the Recognition T.E.A.M. is made up of faculty and staff from the UWMC who are truly invested in creating a culture where employee recognition thrives.

Most importantly, we are a diverse group that enjoys working on this rewarding, creative committee.

If you would like additional information or would like to join the team, please contact Cheryl Hawley, Recognition T.E.A.M. Manager at chehaw@u.washington.edu.

Formal Recognition

An award is considered formal when:

1. Specific criteria must be met to earn the award.
2. Nominations are required to receive the award.
3. Validation is required to ensure the nominee meets award criteria.

Many formal avenues for recognition exist at UWMC. Several programs involve awards and/or recognition gifts:

- ◆ **Employee of the Month Program:** Awarded to 12 employees per year. Winners are recognized in the month they are selected and are invited to the Annual Service Awards Banquet at the end of the year. Award includes a Certificate of Recognition and a \$100 gift certificate for the Gift Shop or UW Bookstore along with cake and punch.
- ◆ **Service Excellence Awards:** Eight staff and eight physicians are recognized per year. Those selected receive a Certificate of Recognition, a writing pen and a \$100 gift certificate.
- ◆ **Profiles on Excellence:** Individuals or teams are recognized for extraordinary achievement of PASCO initiatives. Chosen staff will receive a Certificate of Recognition and a \$50 gift card for use in the UWMC Gift Shop, the Tea Room or any of the three espresso stands.
- ◆ **Length of Service Awards:** Awarded to employees during each of their five-year milestone of service at UWMC (i.e. 5,10, 15,etc.). Coordinated through Human Resources, the employee is presented with a certificate of recognition and a gift.
- ◆ **Annual Service Awards Banquet:** A formal dinner, presentation and dancing at the Museum of Flight.
- ◆ **Retirement:** Employees retiring after at least 20 years of service are presented with a gift, cake and punch.

The following pages contain more detailed information on:

- Employee of the Month
- Service Excellence Award Winner
- Profiles on Excellence Award
- Length of Service Awards
- Annual Service Awards Banquet
- Retirement Parties

Employee of the Month

The Employee of the Month Award was established in 1988 to recognize and celebrate the accomplishments of UWMC staff as they reflect the Medical Center's **ARISE** values, which are:

Accountability: Taking responsibility for our actions and their collective outcomes.

Respect: Valuing one another.

Innovation: Using creative ways to reach our goals.

Service: Consistently meeting the needs of our patients, physicians, staff and the community.

Excellence: Doing our best!

The nominee must be a UWMC permanent employee for at least one year. Nominations will be considered in conjunction with feedback from the employee's supervisor. Validated nominations will be considered for 12 months.

The Employee of the Month Committee, which is a subcommittee of the Recognition T.E.A.M., selects the award recipient from among the nominees based on how the employee performs his or her job, reflecting UWMC's five core ARISE values.

The Employee of the Month becomes eligible for selection as Employee of the Year, announced at the annual UWMC Service Award Banquet.

Winners will be honored with:

- Reception
- \$100.00 Gift Certificate
- Certificate of Appreciation
- Employee of the Month poster display outside the Plaza Café
- Engraved Clock

For Nomination Forms and More Information:

- Contact **Organization Development & Training:** Box 358740 or (206) 598-6118 or Judy Shorr (206) 598-4466.
- **Web Nomination Form:** <http://odt.uwmc.washington.edu/eomform.asp>
- **Bulletin Board:** outside of Plaza Cafe (1st Floor)
- **Roosevelt:** Information Center (1st Floor)

Service Excellence Award

The UW Medicine Service Excellence Award was established as a collaboration among UWMC, Harborview, and the UW Physicians Network to recognize and celebrate the accomplishments of faculty and staff as they reflect the UW Medicine's Standards for Service Excellence, which are:

Introduce: Introduce yourself and explain your role.

Ask: Ask by what name a person prefers to be called.

Assist: Offer assistance if someone looks lost or confused.

Escort: Escort people to their destination if at all possible.

Refer: Refer people to those who can give assistance when you cannot provide the help someone requires.

Privacy: Conduct care-related discussions in the most private settings available.

Respond: Take responsibility for complaints and follow through to resolution.

Apologize: Provide additional service for patients who have been inconvenienced or who may need special assistance.

Anything Else?: Always end your conversation with, "Is there anything else I may do for you?"

Two staff members and two physicians are selected to receive this award each quarter. All faculty and staff can be nominated for the Service Excellence Award. Nominee must be a permanent employee in good standing for at least one year. The outstanding service should be provided to any of the people we serve: our patients, their families, or one another.

The UWMC Service Excellence Award Committee, which is a subcommittee of the Recognition T.E.A.M., selects the award recipients from among the nominees.

Winners will be honored with:

- \$100 Gift Certificate
- Certificate of Appreciation
- Letter of acknowledgement from the Vice President for Medical Affairs and Dean of the School of Medicine

For Nomination Forms and More Information:

- Contact **Organization Development & Training:** Box 358740 or (206) 598-6118 or Jane Millett (206) 598-4802.
- **Web Nomination Form:** <http://odt.uwmc.washington.edu/se-form.asp>
- **Bulletin Board:** outside of Plaza Cafe (1st Floor)
- **Roosevelt:** Information Center (1st Floor)

Profiles on Excellence Award



Intent:

The *Profiles on Excellence Award* is designed to recognize excellent results achieved by UWMC individuals, workgroups, and teams that required effort above and beyond the call of duty. As a direct result of their endeavors, UWMC will have achieved measurable, tangible, observable, and positive outcomes directly linked with one or more of our key organizational **PASCO** outcome areas (**P**atient **S**afety, **A**ccess, **S**atisfaction, **C**ost Reduction, **C**linical or **O**ther).

Essential Criteria for Recognition:

- Work that has translated into tangible, observable outcomes linked with one or more of our key organizational PASCO outcome areas (Patient Safety, Access, Satisfaction, Cost Reduction, Clinical or Other), including:
 - Work that has translated into achieving or exceeding our annual operating plan (PASCO) goals, or
 - Departmental goal achievement or other project work that has translated into achieving extraordinary results in one or more of our key balanced commitment (PASCO) outcome areas.
- Efforts that were proactive, anticipating and then responding to a significant need or a great idea.
- Completion of work that has required effort above and beyond the call of normal duty including, in many cases, teamwork, cooperation, and collaboration.

Goals of Program:

- To recognize excellence when it translates into extraordinary results.
- To encourage organizational learning – making it a habit to notice and express appreciation for excellence when it occurs.
- To summarize the stories so they can be shared – giving visibility to excellent work.

Eligibility for the Award:

All permanent UWMC faculty and staff are eligible to earn this award. Individuals, teams, and/or work groups may be nominated for their accomplishments.

Award:

- Individual Awards
Individuals who are selected for the award based primarily on individual effort and accomplishment will receive a Certificate of Recognition and a \$50.00 UWMC Service League gift certificate, redeemable at the UWMC Gift Shop, Tea Room, and three espresso bars.
- Team or Work Group Awards
Teams or work groups that are selected for the award based on significant teamwork, collaboration and/or group effort will receive awards as follows:
 - A \$50.00 UWMC Service League gift certificate, redeemable at the UWMC Gift Shop, Tea Room and espresso bars will be awarded to the leader (no more than two leaders per nomination).
 - A \$10.00 UWMC Service League gift certificate is awarded to individual members of the team or workgroup who were key to producing the results.

Profiles on Excellence Award (Continued)

Nomination and Award Selection Process:

Nominations for this award may be submitted by any member of the UWMC faculty or staff.

Nominations for this award are submitted to any one of our UWMC Associate Administrators via a completed nomination form or an email that contains the following information:

- Brief/general description of the excellent work accomplished
- What problem, need, or great idea triggered the effort
- What kind of observable or tangible outcomes have resulted from the excellent work. Key outcome areas include:
 - Patient safety measures
 - Access (Patient and family access to our services)
 - Patient Satisfaction
 - Employee Satisfaction
 - Physician Satisfaction
 - Cost savings
 - Other Outcomes / Clinical Outcomes
- Who was involved (include name & department)
- The time frame within which the work was accomplished

Nominations may be submitted by any member of the UWMC faculty or staff.

Note: A “Profiles on Excellence” nomination form is included in the Forms Section (page 18) of this packet.

Award Selection & Communication:

- Periodically, the Associate Administrators review nominations to determine eligibility.
- The Center for Clinical Excellence is responsible for preparing certificates of achievement and obtaining gift certificates from OD&T.
- Department leaders/administrators will coordinate the presentation of the award.
- A copy of all winning nominations will be made available to feature in “Spotlight.”

For more information contact:

Julie Duncan (jbd@u.washington.edu) 206-598-6168

Sandra Slater-Duncan (sduncan2@u.washington.edu) 206-598-9139

Length of Service Awards

Classified and professional staff with five continuous years of service receive a Length of Service Award, and are eligible for an additional award for each five years of continuous service thereafter. Service is measured from the date of the most recent hire. Periods of academic, student or temporary employment are not included.

Eligible employees must be in active service on their anniversary date to receive an award. Employees on leave of absence will receive their award upon return to work.

The honored employees are also invited to the Annual Service Awards Banquet, which includes music and food, along with an award presentation where they are publicly honored for their years of service.

Staff will select a Length of Service gift from a small variety of choices based on the milestone anniversary the staff member has reached. These awards are issued from the UWMC Human Resources department.

For More Information:

Please contact UWMC Human Resources at 206-598-6116 if you have questions regarding eligibility or awards.

Annual Service Awards Banquet

UWMC employees are recognized annually at the Service Awards Banquet held in early March. The event includes honoring employees observing a five-year service milestone (five-year, ten-year, fifteen-year, etc.), Employees of the Month and Service Excellence Award winners. The evening gala is held at the Museum of Flight and features fine food, a formal presentation and dancing.

For More Information:

Contact Organization Development & Training at (206) 598-6118.

Retirement Parties

The Recognition T.E.A.M. will provide a gift, cake and punch for employees who are retiring with 20 or more years of service. The department hosting the retirement event is responsible for other expenses associated with retirement parties.

If you are a manager and one of your employees is retiring, please review the Retirement Resource form by going online and typing in this link: <http://odt.uwmc.washington.edu/pdfs/Webpage-Retirement%20Party.pdf>.

If you are ready to proceed with placing your orders for cake, punch and gift, please go to: <http://odt.uwmc.washington.edu/pdfs/Retirement%20Party%20Checklist.pdf>. Print and complete the form and send it to our mailbox: 358740.

For Nomination Forms and More Information:

- Contact **Organization Development & Training:** Box 358740 or (206) 598-6118

Informal Recognition

Informal recognition matters the most! The 2005 UWMC Employee Survey showed that there is a very high correlation between staff members feeling recognized for accomplishments and overall employee satisfaction.

Informal recognition is one of the most effective ways to reinforce an appreciative organizational culture, support its objectives, and retain top performers. *We encourage supervisors and peers to practice saying “thank you” and acknowledging extra efforts.*

Bright Ideas—Recognizing Innovation

Purpose

Bright Ideas is a University of Washington Medical Center-wide program designed to encourage all employees to contribute innovative suggestions that can enhance working conditions and employee morale.

Suggestions should be creative and should benefit the UW Medical Center by:

- improving the quality of working conditions;
- eliminating inefficiencies, waste or duplication;
- saving money, resources or time;
- streamlining administrative procedures and operating methods; and
- increasing safety, promoting health, or improving morale.

Suggestions must be realistic, cite a specific area for improvement, include a brief analysis of the intended results, and provide a recommendation for potential implementation strategies.

Bright Ideas will be reviewed by the Employee Satisfaction Advisory Team made up of various UWMC employees.

How Do I Submit My Bright Idea?

Any UWMC faculty, staff, or student employee—or group of employees—may submit a suggestion at any time. Suggestions should be submitted online, via e-mail, through campus mail, or by fax using a suggestion form and including all pertinent information outlined below.

Suggestions should include:

- A description of the problem to be addressed or the area to be improved;
- A detailed description of the solution
- An analysis of the benefits to the University of Washington Medical Center.

The Human Resources Suggestion Coordinator will immediately acknowledge, in writing, the receipt of each suggestion. The suggestion is encoded to ensure anonymity and then forwarded to the Employee Satisfaction Advisory Team. Each *Bright Ideas* suggestion will be reviewed at the Team's monthly meeting.

Bright Ideas (Continued)

Process:

- Each *Bright Ideas* suggestion will be considered for up to three months from date of receipt.
- If an idea is submitted in which the suggestion is already in planning and design, the submitter of the idea will be notified in writing.
- Ten *Bright Ideas* suggestions will be chosen each month. Human Resources will mail a Certificate of Recognition and a \$50.00 gift card—honored at UWMC Gift Shop, Espresso Bars, and Tea Room. The manager of the *Bright Ideas* winner will present the award and recognize the employee.
- Each winner's suggestion will be forwarded to the appropriate Associate Administrator for further evaluation, action, and possible implementation.
- There is no limit as to the number of suggestions an employee can make, nor is there a limit to the number of times an employee can win.

For More Information:

Contact Human Resources at (206) 598-6116.

Breakfast with the Chief Operating Officer

On behalf of the Executive Director's Office and Human Resources, a gourmet breakfast with the COO is one way fellow employees provide their informal questions and share ideas and suggestions for making UWMC a great place to work. The invitation-only breakfasts are organized and distributed by HR every other month. The selection is randomly picked amongst diverse workgroups and positions.

For More Information:

Contact Human Resources at (206) 598-6116.

Service Championship Luncheon

Upon completion of the Service Championship process, Service Champions are invited to an annual appreciation luncheon with one of our UWMC Associate Administrators. Service Champions can hear an update on individual and departmental Champ efforts to improve service delivery and learn about organization-wide improvement efforts underway and on the horizon.

For More Information:

Contact Organization Development & Training at (206) 598-6118 or Arizona Proctor (206) 598-6222.

Recognition Nooks

Recognition Nooks are cabinets that contain special items such as key chains, pens, cups, candy bars, lapel pins, and note cards that tell an employee in a small but important way that he or she is a valued member of our UWMC family.

Over the past five years, more than 6,000 items have been given out as expressions of appreciation for extraordinary effort. In fact, the first off-site Recognition Nook, located at Roosevelt 2, was so popular that additional Nooks have been set up at Sand Point, Northgate Executive Centers, Consolidated Laundry and the Hart Crowser Building.

UWMC Recognition Nook Locations

Location	Contact Name	Contact Number
115 Northgate Executive Center - Suite 300	Karen Hayden	598-6119
Consolidated Laundry	Carol O'Hara	521-1740
Hart Crowser Building (Eastlake)	Steve Jennings	598-5693
Northgate Executive Center II IT Services - Suite 400	Cheryl Quesnell	221-7351
Roosevelt Clinics Roosevelt Administration Office	Pam Brown	598-6311
Sandpoint Offices	Heather Rettinghouse	598-4375
UW Medical Center - Employee Health Center Location: NE 210 (Near Emergency Department)	Reception	598-4848

Informal recognition for Service Excellence may also be found in the Recognition Nooks, including:

Service Stars

"Thank you for your commitment to Service Excellence"

Silver star pins, engraved with the word 'Service' are available in the Recognition Nook. Service stars are intended to recognize exceptional acts of excellent service delivery. Anyone may give a service star to any member of the UWMC faculty or staff, to acknowledge a specific act of excellent service or to recognize someone who consistently exemplifies delivery of excellent service.

Greeting Cards

Greeting cards with the following sentiments are available:

- **Thank You** (*"Thank you for choosing us for your care."*)
- **Thank You** (*Blank in middle of card*)
- **Thinking of You** (*Blank in middle of card*).
- **Please Accept Our Apologies** – (*"We're sorry that your experience with us didn't meet your expectations."*)

For more information regarding Recognition Nooks contact:

Karen Hayden (haydenka@u.washington.edu), in Organization Development and Training 598-6119.

Informal Departmental Recognition

Department Managers and Directors may request funds from the Administrative Budget to recognize staff for:

- Successful completion of an extraordinary special project
- Work completed above and beyond the call of duty
- Department/profession-specific recognition, i.e., National Phlebotomy Week or Environmental Services Week, etc.
- Innovative ideas that assist in saving money, increasing productivity, or support performance improvement, etc.
- Behaviors that consistently model the UWMC values of Accountability, Respect, Innovation, Service, and Excellence (ARISE).
- Extraordinary accomplishments of individuals or teams, worthy of recognition but not eligible for a formal award as defined in UWMC APOP for Recognition.
- Informal recognition of individuals or teams where the gift or award to be distributed is something other than items supplied by the UWMC Recognition T.E.A.M.
- Food/supplies associated with individual, small group, or departmental recognition, meeting at least one of the criteria listed above.
- Food/supplies for retirement events for employees who have served less than 20 years.

Department Managers and Directors should visit the OD&T website to download the UWMC Administrative Budget Recognition Funds Request Form.

To request and obtain approval for funds to be used for departmental recognition events/awards not sponsored by the UWMC Recognition T.E.A.M., please fill out the Administrative Budget Recognition Funds Request Form you will find in the Forms section of this document. The form must be completed and approved by the appropriate administrator prior to the recognition event.

Patient Satisfaction—Achieving Our Goals:

- UWMC identifies two patient satisfaction goals to be recognized and examples of the topics are listed below:
 1. Inpatient Satisfaction – Equal to, or better than 80% of our peers in terms of: 1) Likelihood of Recommending this Hospital to Others, and 2) Overall Rating of Care Given at Hospital.
 - o Admitting, Food and Nutrition Services, and Environmental Services are also considered for inpatient satisfaction when bench mark data is equal to, or better than 80% of our peers.
 2. Ambulatory Division Satisfaction – Equal to, or better than 80% of our peers in terms of: 1) Likelihood of Your Recommending Our Practice to Others, and 2) Overall Rating of Care Received During Your Visit.
- Departments meeting one goal receive a banner for display for the following quarter.
- Departments meeting both goals receive a banner to display for the following quarter, a Certificate of Recognition, AND a pizza or ice cream party.

Events & Community Building

UWMC Sponsored Recognition Events

The UWMC values its employees and sponsors several special events throughout the year through the Recognition T.E.A.M. to build camaraderie and morale through **FUN!**

2006 Upcoming Events

Golf Tournament - Saturday, September 16, 2006

Put together a team of four and spend a day of fun on the golf course. Food, fun and prizes await.

Pumpkin Carving Contest - Tuesday, October 31, 2006

Each department or unit can pick up a pumpkin to carve for the contest. This is a contest that allows employees to show off their creative skills. Everybody wins just by joining in the fun.

Winterfest - Thursday, December 14, 2006

UWMC comes alive with holiday decorations hung throughout the medical center. Employees gather to decorate their units and collect food and toys for the less-fortunate. This occurs throughout the month of December leading up to three socials held on the 18th. This event is a real pleaser with music, great food, and raffled gifts for those participating in the donation drives and decorating contests. Be sure to mark this event on your calendar.

2007 Upcoming Events

Snow Ski Program – January & February 2007 (Date TBD)

Winter is the time to ski! Snoqualmie Summit has been selected as one of the “Top 10 Schools” in the USA. Participate in a six-week adult program at Snoqualmie Summit Central. Watch for more information on specific dates.

2006 Service Awards Banquet - Friday, March 2, 2007

Classified and professional staff eligible for a Service Recognition Award in 2006 are also invited to the Annual Service Awards Banquet, which includes music and gourmet food along with an award presentation where they are publicly honored for their years of service.

Basketball Tournament - April 2007 (Date TBD)

The game is on! UWMC employees put together a co-ed team that's a lean, mean ball-playing machine (or a team that's just in it for fun). Don't miss out! Watch for more information and registration form.

Summerfest - Thursday, August 2, 2007

Each year a summer carnival of fun is arranged by the Recognition T.E.A.M. for UWMC and their families. Great food, raffle gifts, games and informational booths are the scene for a balmy Seattle summer day on the Montlake Cut between 11:00 a.m. and 2:00 p.m. Be sure to bring the entire family to this event.

Softball Tournament - August 2007 (Date TBD)

UWMC Employees are invited to create a team, for a great day of softball. This event brings together a number of folks from around the UWMC, and family members can join in the fun too. The requirement is to have a minimum of five team members from UWMC; the rest of the team can be family and friends.

Tools, Tips & Resources

Recognition Profile

We believe that recognition is a vital part of our UWMC environment and that demonstrating, supporting and recognizing UWMC Core Values is an important part of the UWMC mission to care for patients.

In support of these beliefs, we acknowledge that each employee makes a difference at UWMC, and we are identifying methods by which meaningful recognition may occur.

A great tool is provided in the Forms section of this guide, the **Recognition Profile**, which gives you an opportunity to get to know staff better and find out what forms of recognition they prefer.

See a sample Recognition Profile in the Forms (page 18) section of this packet.

G.R.E.A.T. Recognition

Genuine	What you say or do must be a sincere expression of what it is that you appreciate.
Respectful	Honor the individual without creating embarrassment or anxiety. Sometimes a word or a note has GREAT impact.
Encouraging	Your words or actions should inspire the individual to repeat the behaviors you appreciate.
Accurate	Be specific! Use words that accurately and descriptively express what they've done that you appreciate.
Timely	Don't Delay! Expressing appreciation immediately shows that you're paying attention, that their actions matter, that they make a difference.

Tips to Consider:

1. Reenergize Your Job

Think about these questions and discuss with your supervisor about them.

- Do you know how your job is important to the organization?
- What skills do you use on the job?
- What talents do you have that you don't use now?
- What about your job is challenging? Rewarding?
- In what areas would you like increased responsibility?
- What would you like to be doing in the next three to five years?
- In what ways would you like to see your job changed?

Source: "LOVE 'EM OR LOSE 'EM", Beverly Kaye & Sharon Jordan-Evans

2. Employee Satisfaction—Sharing Information

Research shows a strong correlation between good information-sharing and high levels of employee satisfaction. Do you...

- **Share information face to face?**

Either very good or very bad news should be shared face to face. Also share in person information that deserves discussion or is likely to result in questions or rumors.

- **Make sure critical information is flowing?**

Every single person in a department should receive important information. Develop a reliable way to make sure of this!

- **Get creative?**

Try different ways of reaching people. Memos can become routine. Email can be overwhelming. Try new things: Postcards, bulletin boards, voice mail, special invitations, town criers. Have fun trying new ways to keep people informed.

Source: “LOVE ‘EM OR LOSE ‘EM”, Beverly Kaye & Sharon Jordan-Evans

3. Can You Have Fun at Work?

When was the last time you had fun at work? Do you think it’s inappropriate? Think again. Here are several myths. How many of them do you believe?

Myth #1: Professionalism and fun are incompatible.

Myth #2: You need toys and money to have fun.

Myth #3: Fun means laughter.

Myth #4: Fun times at work will compromise results.

Myth #5: You have to have a good sense of humor or be funny to create a fun work environment.

If you’re interested in exploring ways to incorporate fun at work, you may want to check out:

- “Fishing for Fun!” - Contact OD&T library (598-6118).
- “Joy In Action” - Contact consultant Jeff Blank for information.

Reference Books—Available in the OD&T Library

Love ‘Em or Lose ‘Em - Beverly Kaye and Sharon Jordan-Evans

Intrinsic Motivation at Work - Kenneth Thomas

1001 Ways to Take Initiative at Work - Bob Nelson

1001 Ways to Energize Employees - Bob Nelson

1001 Ways to Reward Employees - Bob Nelson

How to Recognize and Reward Employees - Donna Dupree

The Story of the Starfish

The Recognition T.E.A.M. often refers to the following inspirational story when defining the importance of one individual's contribution and the difference they can make. The Starfish Story, though short, has deep meaning and has been adopted by the Recognition T.E.A.M. to illustrate their intentions of making a difference at UWMC.

Every day, an old man walked the beach with a pail, picking up the starfish that had been washed in by the tide, and throwing them back into the sea.

One day a young boy stopped the old man and asked, "Why do you throw starfish back? It doesn't matter. They will only wash up on the shore again tomorrow."

The old man picked a starfish out of his pail, threw it as far as he could into the sea, and replied ..."It mattered to that one."

Resources

UWMC Organization Development and Training:

Karen Hayden
Program Coordinator
(206) 598-6119
haydenka@u.washington.edu

Cheryl Hawley
Director, Organizational Development & Training
(206) 598-6504
chehaw@u.washington.edu

UWMC Human Resources:

Reception
Human Resources Main Office
(206) 598-6116
hrmedctr@u.washington.edu

J. Mason Hudson
Associate Director
(206) 598-6721
jmudson@u.washington.edu



Nook-O-Gram

I took a look in the Nook,
In the Nook I saw a book.
I thought the book was how to cook,
Until I took a second look.



Near the book I saw Burt's Bee's,
Next to that, a chain for keys,
Underneath there are some stickers,
A chocolate bar, but not a Snickers.



Behind the mugs, a candy dish,
And here a star that is a fish.
On one side a pad for mouses,
And cups to take home to your houses.



Coming soon a pen with bubbles,
To compensate one for their troubles.
And with the pen, take a card
Recognition isn't hard.



A pin, a star, a big red nose
Certificates to say "It Shows!"
Say, "Thank You, Thank You"
one and all,
Stop by the Nook and have a ball.



Recognition Forms

In this section you will find the following:

Profiles on Excellence Award Nomination Form
Recognition Profile Form
UWMC Administrative Budget Recognition Funds Request Form



Profiles on Excellence Award Nomination Form

Please fill out this form completely and mail to: Administration, Box 356151.

The Profiles on Excellence Award is designed to capture and recognize the excellent work on the part of UWMC individuals and teams that have provided effort above and beyond the call of duty. A direct result of their endeavors can be measured in tangible, observable, positive outcomes directly linked with one or more of our key organizational **PASCO** outcome areas (**P**atient Safety, **A**ccess, **S**atisfaction, **C**ost Reduction, **O**ther Outcomes or Clinical Outcomes).

The following criteria must be met to be considered for recognition:

Essential Criteria:

- Work that has translated into tangible, observable outcomes linked with one or more of our key organizational PASCO outcome areas (Patient Safety, Access, Satisfaction, Cost Reduction, Clinical or Other), including:
 - o Work that has translated into achieving or exceeding our annual operating plan (PASCO) goals, or
 - o Departmental goal achievement or other project work that has translated into achieving extraordinary results in one or more of our key balanced commitment (PASCO) outcome areas.
- Efforts that were proactive, anticipating and then responding to a significant need or a great idea.
- Completion of work that has required effort above and beyond the call of normal duty including, in many cases, teamwork, cooperation, and collaboration.

I would like to nominate: An individual A team or work group

Name(s): _____

For increasing or improving (check all that apply):

- Patient Safety Measures
- Access—Patient Access
- Patient Satisfaction
- Employee Satisfaction
- Physician Satisfaction
- Cost Savings
- Other Outcomes/Clinical Outcomes

Brief description of the excellent work accomplished: _____

Profiles on Excellence Nomination Form (Continued)

What problem, need or great idea triggered the effort? _____

What observable or tangible outcome(s) resulted from the excellent work? _____

In what time frame was the work accomplished? _____

Nominee Information:

Primary Contact Name: _____

Department: _____

Title: _____

Phone: _____

Email: _____

Box: _____

Nominator Information:

Your Name: _____

Department: _____

Phone: _____

Email: _____

Box: _____

The UWMC Associate Administrator Executive Team reviews each nomination to determine eligibility.

Each identified winner receives:

- ◆ Certificate of Appreciation, and
- ◆ UWMC Service League gift certificate
 - \$50.00 individual accomplishments, or for team/workgroup leaders
 - \$10.00 each for members of teams or workgroups

*Send your completed nomination form to any one of the
UWMC Associate Administrators via email or mail stop.*

Organization Development and Training

Making Recognition Meaningful
Recognition Profile

*"The way to develop the best in a person is
by appreciation and encouragement."*

Charles Schwab

Suggestion: The questions asked here are intended to create an opportunity for supervisors and employees, working colleagues, and/or team members to get to know one another better. This tool is designed to share information that will make it easier for us to express sincere and meaningful appreciation for one another.

Date: _____

Name: _____

Position Title: _____

Department: _____

My Recognition Profile

1. Listed here are some words that describe the type of work environment I find most rewarding:
2. Listed here are examples of the kinds of actions I take, or qualities of character I feel I bring to the workplace, that I am personally most proud of:
3. These are some specific things I like to be recognized for:
 - ___ A task performed or completed.
 - ___ A skill that I possess or demonstrate.
 - ___ A quality of character that I have demonstrated.
 - ___ Persistence- Remaining reliable through a difficult period of time.
 - ___ Team effort; pitching in, helping out, supporting others, etc.
 - ___ Exemplary customer service-caring, compassion, helping out, etc.
 - ___ My role in resolving a particularly difficult problem.
 - ___ Creativity-Generating ideas, solving problems in creative ways, encouraging creative thinking.
 - ___ Other: _____

Recognition Profile (Continued)

4. The following are considered meaningful forms of recognition to me:

- Acknowledgement: Verbally and/or in person
- Acknowledgement: On Writing
- Expanded Participation
- Receiving more information
- Being asked for input
- Getting to know someone on a personal level
- Being asked to take on new responsibilities
- Opportunity to learn something new
- A chance to be creative / innovative / risk taking
- Work schedule flexibility

5. This is how I prefer to receive recognition. (Examples: In Private. In small groups. As a part of more formal ceremonies or gatherings.)

Optional Personal Information

Birthday: (Month and Day) _____ Home Phone: _____

Home Address: _____ Children's Names: _____

Spouse/Partner's name: _____

Hobbies, Outside interests: _____

UNIVERSITY OF WASHINGTON MEDICAL CENTER

Administrative Budget Recognition Funds Request Form

Complete this form to request and obtain approval for funds to be used for departmental recognition events/awards not sponsored by the UWMC Recognition T.E.A.M.. (Please refer to the UWMC APOP for Recognition). The form must be completed and approved by the appropriate administrator prior to the recognition event.

At least one of the following conditions must be met: (Please check all that apply):

- Successful completion of an extraordinary special project.
- Work completed above and beyond the call of duty.
- Department/profession specific-recognition i.e., National Phlebotomy Week or Environmental Services Week, etc.
- Innovative ideas that assist in saving money, increasing productivity, or support performance improvement, etc.
- Behaviors that consistently model the UWMC values of Accountability, Respect, Innovation, Service, and Excellence (ARISE).
- Behaviors that consistently model the UWMC Standards of Service Excellence.
- Extraordinary accomplishment by individuals or teams worthy of recognition but not eligible for a formal award as defined in the UWMC APOP for Recognition.
- Informal recognition of individuals or teams where the gift or award to be distributed is something other than the items supplied by the UWMC Recognition T.E.A.M..
- Food/Supplies associated with individual, small group, or departmental recognition, meeting at least one of the criteria listed above.
- Food/Supplies for retirement events for employees who have served less than 20 years.

Non-allowable as Recognition Expenditures:

As stated in the Official University Policy for Purchase of Meals and/or Light Refreshments for Meetings, Training Sessions, and Recognition Awards and Events, the *University of Washington Medical Center* will maintain the current policy of not allocating 08 funds for the purchase of food or light refreshments for meetings and/or training sessions. The cost of meals or light refreshments may not be supported by University funds when the purpose is to conduct one of the following types of activities:

- ◆ Normal daily business of University employees (e.g., daily coffee, etc.)
- ◆ Regularly scheduled staff, faculty, or student government/ organization meetings
- ◆ Anniversaries of units
- ◆ Open house events
- ◆ Receptions for new or existing employees (except as provided for in the UWMC APOP for Recognition)
- ◆ Hosting, entertaining, or social activities (other than formal recognition events as provided for in the UWMC APOP for Recognition)

Administrative Budget Funds Request Form (Continued)

Requesting Department: _____

Manager/Director Name: _____

Phone Number & Email address: _____

Proposed Event Date: _____

Explanation of how funds will be used:

Estimated Cost: _____

Requesting Manager/Director Signature _____

Date: _____

Administrator's Signature _____

Date: _____

Once approved and signed by administrator, please submit this form, along with a completed Petty Cash Voucher form (U of W 1243), to **Pam Stern, Assistant to the Executive Director, Administration, Room BB318, Box 356151.**

Sponsoring Department Budget Number: 08-8611: Hospital Administration



Please retain a copy of this form for your own records.