



UNIVERSITY HOSPITAL
Newark, New Jersey

Employee Recognition

University Hospital Employee Recognition Programs – Quarterly Award

Name of Program:	Outstanding Patient Care
Description:	Recognizes employees who works directly with the patient and goes above standard and works effectively with the healthcare team to ensure the optimal patient experience.
Eligibility:	UH employees who provide patient care or work directly with the patient.
Groups Excluded:	UH employees who do not work with a patient including physicians and administration
Frequency:	Quarterly
Nomination Process:	Completed Nomination Form and Nomination Letter with 2 examples, from patients/visitors, co-workers, and supervisors
Selection Criteria:	<ol style="list-style-type: none">1. Achieves exemplary performance to ensure the patient has the best experience in their division and exceeds performance standards as noted in an overall score 4 or 5 in the last two performance years.2. Regularly contributes to the team by pitching in and problem solving where needed.3. Demonstrates empathy and concern to the patients and coworkers.4. Communicates clearly and effectively to promote positive relationships with patients, coworkers, and supervisors.5. Regularly collaborates with other departments in the cross-functional team and contributes ideas to ensure an optimal patient experience.6. Interacts with integrity and shows strong commitment to the mission, values, and goals of their department and University Hospital.7. Has made significant contributions to the department's success.8. Understands and adheres to UH Policies and Procedures.9. Serves as a role model to the UH Community

Rewards for those selected: Trophy, Quarterly Luncheon with the CEO, \$100.00 gift card, featured in @University Hospital with pictures and displayed on UH website. Eligible for the annual President's Award.