

# We've Got



## University Hospital Quarterly Awards Program

<b>Name of Program:</b>	<b>OUTSTANDING SERVICE EXCELLENCE AND SUPPORT AWARD</b>
<b>Description:</b>	This award recognizes individuals who work in positions that are non-clinical, initiate new ideas, and streamline processes to meet and exceed customer expectations.
<b>Eligibility:</b>	Non-clinical UH employees
<b>Groups Excluded:</b>	Clinical employees including physicians and administration
<b>Frequency:</b>	Quarterly
<b>Nomination Process:</b>	Completed Nomination Form with 2 examples, from Peers, Staff, Supervisors and/or Patients/Visitors
<b>Selection Criteria:</b>	<ol style="list-style-type: none"><li>1. Consistently achieves exemplary performance and have excelled in their positions as noted in an overall score of 3 or above in the last performance year.</li><li>2. Demonstrates initiative by pitching in and problem solving where needed.</li><li>3. Initiates new ideas and streamlines existing processes to meet and exceed customer needs and expectations.</li><li>4. Communicates clearly and effectively to promote positive relationships with coworkers and supervisors.</li><li>5. Regularly collaborates with other departments to ensure a win-win approach.</li><li>6. Interacts with integrity and shows strong commitment to the mission and values of their department and University Hospital.</li><li>7. Has made significant contributions to the department's success.</li><li>8. Understands and adheres to UH Policies and Procedures.</li><li>9. Serves as a role model to the UH Community</li></ol>
<b>Rewards for those selected:</b>	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.