



UNIVERSITY HOSPITAL
Newark, New Jersey

Employee Recognition

University Hospital Employee Recognition Programs – Quarterly Award

Name of Program:	Outstanding Service Excellence and Support Award
Description:	This award recognizes individuals who work in departments that are non-clinical and initiate new ideas and streamline processes to meet and exceed customer expectations.
Eligibility:	Non-clinical UH employees
Groups Excluded:	Clinical employees including physicians and administration
Frequency:	Quarterly
Nomination Process:	Completed Nomination Form and Nomination Letter with 2 examples, from Peers, Staff, Supervisors and/or Patients/Visitors

Selection Criteria:

1. Consistently achieves exemplary performance and have excelled in their positions as noted in an overall score 4 or 5 in the last two performance years
2. Demonstrates initiative by pitching in and problem solving where needed.
3. Initiates new ideas and streamlines existing processes to meet and exceed customer needs and expectations.
4. Communicates clearly and effectively to promote positive relationships with coworkers and supervisors.
5. Regularly collaborates with other departments to ensure a win-win approach.
6. Interacts with integrity and shows strong commitment to the mission and values 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.