

# We've Got



## University Hospital Quarterly Awards Program

<b>Name of Program:</b>	<b>OUTSTANDING PATIENT CARE</b>
<b>Description:</b>	Recognizes employees who work directly with the patient and goes above standard and works effectively with the healthcare team to ensure the optimal patient experience.
<b>Eligibility:</b>	UH employees who provide patient care or work directly with the patient.
<b>Groups Excluded:</b>	UH employees who do not work with a patient including physicians and administration
<b>Frequency:</b>	Quarterly
<b>Nomination Process:</b>	Completed Nomination Form with 2 examples, from patients/visitors, co-workers, and supervisors
<b>Selection Criteria:</b>	<ol style="list-style-type: none"><li>1. Achieves exemplary performance to ensure the patient has the best experience in their division and meets or exceeds performance standards as noted in an overall score of 3 or above in the last performance year.</li><li>2. Regularly contributes to the team by pitching in and problem solving, where needed.</li><li>3. Demonstrates empathy and concern to the patients and coworkers.</li><li>4. Communicates clearly and effectively to promote positive relationships with patients, coworkers, and supervisors.</li><li>5. Regularly collaborates with other departments in the cross-functional team and contributes ideas to ensure an optimal patient experience.</li><li>6. Interacts with integrity and shows strong commitment to the mission, values, and goals 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.