

2024 Summit Awards

CATEGORIES • ELIGIBILITY • CRITERIA



Year I Service Excellence Initiative™ Clients that have NOT completed internal Service Excellence Workshops

Year I Service Excellence Initiative™ Clients that HAVE completed internal Service Excellence Workshops

Year II+ Service Excellence Initiative™ Clients

Service Excellence Advisor [First Year]

- ▶ Their unique qualities for the position of SEA
- ▶ Behaviors that distinguish them from other SEAs
- ▶ Positive role model for staff and peers to embrace Service Excellence
- ▶ Ability to be a difference-maker on his/her team, and/or among the entire SEA group
- ▶ Gift of connectivity with patients and coworkers
- ▶ Positively influence the entire SEA group and other employees
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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Service Excellence Ambassador [Year II+]

- ▶ Effective coaching and mentoring skills
- ▶ Ideas implemented that were practical and successful
- ▶ Leadership qualities
- ▶ Behaviors that distinguish this individual from other Ambassadors
- ▶ Positive role model for staff and peers
- ▶ Positively influence other Ambassadors
- ▶ Impact on improving employee morale and the culture of the organization
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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SEA Super Coach

- ▶ Their unique qualities for the position of SEA Super Coach
- ▶ Positive impact on teams or individuals
- ▶ Leadership qualities
- ▶ Effective coaching and mentoring skills
- ▶ Positive impact on improving SEA performance and understanding of their roles
- ▶ Impact on improving employee morale and the culture of the organization
- ▶ Positive role model for staff and peers
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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OASIS Team Captain

- ▶ Their unique qualities for the position of OASIS Team Captain
- ▶ Positive impact on team or team members
- ▶ Strengths keeping team motivated, moving in right direction, and engaged in process
- ▶ Ability to run efficient, effective meetings
- ▶ Skills in getting participation from every team member
- ▶ Leadership qualities
- ▶ Behaviors that distinguish this individual from other Team Captains
- ▶ Positive role model for staff and peers
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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OASIS Super Coach

- ▶ Their unique qualities for the position of OASIS Super Coach
- ▶ Positive impact on teams or individuals
- ▶ Effective coaching and mentoring skills
- ▶ Ability to motivate teams to complete their projects in a timely way
- ▶ Impact on improving employee morale and the culture of the organization
- ▶ Ability to provide direction and ideas to the Team Captains and members
- ▶ Leadership qualities
- ▶ Positive role model for staff and peers
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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Exceptional Implementation Coordinator

- ▶ Their unique qualities in the position of Implementation Coordinator
- ▶ Dedication to the Service Excellence Initiative and cheerleader for the process
- ▶ Superior organizational skills to keep everyone moving towards the goals
- ▶ Capabilities of encouraging folks to take on more responsibilities
- ▶ Timely completion of responsibilities
- ▶ Direct impact on culture change and improved employee morale
- ▶ Positive role model for staff/peers
- ▶ How they go "above and beyond"

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Implementation Coordinator [First Year]

- ▶ Their unique qualities in the position of Implementation Coordinator to launch a successful initiative
- ▶ Willingness to learn and take on new responsibilities
- ▶ Dedication to the Service Excellence Initiative and cheerleader for the process
- ▶ Superior organizational skills to get everyone moving in their Service Excellence journey
- ▶ Timely completion of responsibilities
- ▶ Capabilities of encouraging folks to take on more responsibilities
- ▶ Positive role model for staff and peers
- ▶ How they go "above and beyond"

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Empowering Manager

- ▶ Behaviors that distinguish them from others
- ▶ Empower staff to make decisions, take on new responsibilities, and carry through with them
- ▶ Employ strategies for continuous learning for employees to reach their full potential
- ▶ Impact improving employee morale and culture of organization
- ▶ Exceptional leadership skills
- ▶ Transformative effect on the life of the organization
- ▶ Positive role model for staff/peers
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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Exceptional Nurse

- ▶ Behaviors that distinguish this individual from other nurses
- ▶ Ability to be a difference maker as a clinician, leader, role-model and/or advocate
- ▶ Impact on patients' personal issues and emotional needs
- ▶ Gift of connectivity with patients and customers
- ▶ Positive role model for staff and peers
- ▶ Influence on improving employee morale and the culture of the organization
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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Customer Focused Provider

- ▶ People skills that support teamwork and patient relationships
- ▶ Behaviors that distinguish them from other providers
- ▶ Impact on patients' personal issues and emotional needs
- ▶ Ability to connect with and inspire staff
- ▶ Gift of connectivity with patients and customers
- ▶ Patient-focused behaviors that provide a role model for those that work with them
- ▶ How they make a difference
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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Exceptional Employee – Clinical

- ▶ Daily performance that stands out above other employees
- ▶ Things that make them the "very best of the best"
- ▶ Behaviors that distinguish them from other employees
- ▶ Transformative effect on the life of the organization
- ▶ Positive role model for peers
- ▶ Impact on improving employee morale and the culture of the organization
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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Exceptional Employee – Non-Clinical

- ▶ Daily performance that stands out above other employees
- ▶ Things that make them the "very best of the best"
- ▶ Behaviors that distinguish them from other employees
- ▶ Transformative effect on the life of the organization
- ▶ Positive role model for peers
- ▶ Impact on improving employee morale and the culture of the organization
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"

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AUG 30
SUBMISSION
DEADLINE
2024

Customer Focused Physician

- ▶ People skills that support teamwork and patient relationships
- ▶ Behaviors that distinguish them from other physicians
- ▶ Impact on patients' personal issues and emotional needs
- ▶ Gift of connectivity with patients and customers
- ▶ Patient-focused behaviors that provide a role model for those that work with them
- ▶ How they make a difference
- ▶ Improving community perception of organization
- ▶ How they go "above and beyond"



Empowering CNO/DON

- ▶ How they've made a difference
- ▶ People skills that support teamwork and patient relationships
- ▶ Effective coaching skills
- ▶ Impact improving employee morale and culture of organization
- ▶ Ability to influence understanding/ importance of patient satisfaction
- ▶ Positive role model for staff and peers
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"



Motivating Administrator

- ▶ How they are more motivating than others
- ▶ Behaviors that distinguish them from other administrators
- ▶ Good influence on staff to embrace Service Excellence
- ▶ Modelled behaviors and communication style of a 5 star organization
- ▶ Exceptional leadership skills
- ▶ Ability to influence understanding/ importance of customer/patient satisfaction
- ▶ Effective coaching skills
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"



Inspiring CEO/ President

- ▶ Inspirational leadership for your team
- ▶ Motivate staff to embrace Service Excellence
- ▶ Influence on employee morale and culture of organization
- ▶ Modelled behaviors and communication style of a 5-star organization
- ▶ Ability to be a difference-maker to staff, patients, families, and the organization as a whole
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"



Service Excellence Advisor Team

- ▶ Their unique qualities as an SEA Team
- ▶ Presenting engaging workshops that were creative, inventive, and fun
- ▶ Behaviors that distinguish this team from other SEA Teams
- ▶ Morale boosters as a result of their workshop and/or their role modelling
- ▶ Teaching qualities
- ▶ Positive impact on fellow SEAs, co-workers, and organization as a whole
- ▶ How they bonded as friends beyond the work they did together for workshops
- ▶ Improve community perception of organization
- ▶ How they go "above and beyond"



OASIS Team

- ▶ Their unique qualities as an OASIS Team
- ▶ Behaviors that distinguish this team from other OASIS Teams
- ▶ Positive impact their best practice has had on employee, physician or patient satisfaction, and the organization as a whole
- ▶ Contribution they've made to the cultural well-being of the organization
- ▶ How they made a difference
- ▶ How team's work has improved community perception of organization
- ▶ The way the team's work was handed off to ensure that improvements will stay in place after the team disbands



DO IT Improvement Project

- ▶ Effectiveness of project with respect to the patient or customer dissatisfied it was in response to
- ▶ Attributes that distinguish this project from other DO IT Improvement Projects
- ▶ Positive impact project had on employee, physician or patient satisfaction, and organization
- ▶ Improved communication, teamwork, and morale
- ▶ Contribution the project has made to the cultural well-being of the organization
- ▶ Attributes that made this project especially effective
- ▶ Steps required to implement project
- ▶ Hurdles team encountered and conquered to make project successful



Service Excellence Council

- ▶ Unique qualities as a Service Excellence Council
- ▶ Effective ways they brought the SEI alive for the whole organization
- ▶ Articulate goals and vision for a service-inspired model of care
- ▶ How they spearheaded the change process and revitalized culture
- ▶ Positive impact on employee, physician or patient satisfaction, and the organization as a whole
- ▶ Improve community perception of organization
- ▶ How they effectively reviewed patient satisfaction scores/comments, then addressed areas of concern
- ▶ How they go "above and beyond"



Outstanding 1st Year Service Excellence Initiative

- ▶ Accomplishments and achievements with respect to:
 - Positive changes in communication or teamwork
 - Increased patient satisfaction
 - Awards/recognition from community
 - Employment and advancement opportunities
- ▶ Other ways your culture is different and healthier than before you began the initiative
- ▶ Enhanced employee engagement, morale, empowerment, and retention
- ▶ Improved productivity, lowered expenses, and reduced turnover
- ▶ Facility-wide cultural behaviors that distinguish your organization



Outstanding Staffing Fix Transformation

- ▶ Their unique qualities as a Super Team
- ▶ Positive impact the Staffing Fix Initiative has had on the organization as a whole
- ▶ Demonstrated improvement of staffing consistency issues in turnover reduction, agency elimination, absence improvement, & improved staff morale
- ▶ How the team's work has improved community perception of the organization
- ▶ How the team's work has been hardwired for sustainability to ensure that improvements will stay in place after team disbands



Outstanding Swing Bed Transformation

- ▶ Their unique qualities as a team
- ▶ Behaviors that distinguish this team from others
- ▶ Positive impact the Swing Bed Academy has had on the organization
- ▶ How the team's work has improved community perception
- ▶ Demonstrated improvements in quality measures within the Swing Bed Program
- ▶ Demonstrated improvements in marketing measures for the Swing Bed Program
- ▶ How the team's work has been hardwired for sustainability to ensure that improvements will stay in place after team disbands



Medical Clinic of Choice



- ▶ Accomplishments and achievements with respect to relevant survey scores, awards and recognition from your community, and employment and advancement opportunities
- ▶ Changes that have had a positive impact on your community
- ▶ Ways your culture is different and healthier than before you began the Service Excellence Initiative

- ▶ Increased patient satisfaction
- ▶ Enhanced employee engagement, morale, empowerment, and retention
- ▶ Improved productivity, lowered expenses, reduced turnover
- ▶ Facility-wide cultural behaviors that distinguish your clinic from others
- ▶ Note any growth in business that indicates growing support from your community

Hospital Provider of Choice



- ▶ Accomplishments and achievements with respect to relevant survey scores, awards and recognition from your community, and employment and advancement opportunities
- ▶ Changes that have had a positive impact on your community
- ▶ Ways your culture is different and healthier than before you began the Service Excellence Initiative

- ▶ Increased patient satisfaction
- ▶ Enhanced employee engagement, morale, empowerment, and retention
- ▶ Improved productivity, lowered expenses, reduced turnover
- ▶ Facility-wide cultural behaviors that distinguish your hospital from others
- ▶ Note any growth in business that indicates growing support from your community

Summit Awards will be presented November 6th in Orlando at the **HealthCare Service Excellence Conference**