

2025 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"



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"



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"



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"



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"



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"



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"



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"



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"



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"



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"



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



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
- Ability to connect with and inspire staff
- How they make a difference
- Improving community perception of organization
- How they go "above and beyond"



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"



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"



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"



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

SUBMISSION DEADLINE AUGUST 15TH, 2025

**Summit Awards
will be presented**

NOV 12th

**in Galveston, TX
at the 25th Annual
HealthCare
Service
Excellence
Conference**