

2026 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]
Awarded to a Service Excellence Advisor who demonstrates exceptional dedication, engagement, and impact during their first year, setting a strong example for staff throughout the organization.

Service Excellence Ambassador [Year II+]
Presented to an individual who excels in the formal role of Service Excellence Ambassador by actively mentoring others, supporting Service Excellence initiatives, and consistently modeling the organization's values.

SEA Super Coach
Awarded to an individual in the SEA Super Coach role who demonstrates outstanding leadership, guidance, and support to Service Excellence Advisors, empowering them to excel and fostering a culture of continuous improvement.

OASIS Team Captain
Recognizes a leader who effectively guides their OASIS Team, driving collaboration, accountability, and significant progress toward service excellence goals.

Motivating Administrator
Awarded to an administrator who inspires and motivates staff at all levels, championing Service Excellence and organizational improvement.

Inspiring CEO/President
Recognizes a CEO or President who leads by example, inspires the organization, and demonstrates a strong commitment to advancing Service Excellence, patient-centered care, and a culture that values and supports staff.

Service Excellence Advisor Team
Recognizes a team of Service Excellence Advisors who demonstrate exceptional collaboration, innovation, and impact in advancing Service Excellence throughout the organization.

OASIS Team
Honors an OASIS Team that exemplifies teamwork, accountability, and measurable improvement, while driving meaningful change in service and care delivery.

OASIS Super Coach
Honors an OASIS Super Coach who provides exceptional support, motivation, and expertise, enabling all teams to achieve and sustain breakthrough results.

Implementation Coordinator [First Year]
Presented to a first-year Implementation Coordinator who has shown remarkable initiative, adaptability, and impact in launching and supporting the first year of your organization's Service Excellence Initiative.

Exceptional Implementation Coordinator
Awarded to an Implementation Coordinator in Year 2 or beyond of the SEI who consistently exemplifies exceptional leadership, organization, and dedication while driving the successful implementation and sustainability of the initiative.

Service Excellence Champion
Recognizes an individual - whether a manager, frontline team member, or provider - who goes above and beyond to promote, model, and advance Service Excellence, inspiring others and driving positive change throughout the organization.

DO IT Improvement Project
Awarded to a team that successfully implements a Departmentally Organized Improvement Tactic (DO IT) project, achieving significant, sustainable results in Service Excellence.

Service Excellence Council
Celebrates a Service Excellence Council that provides outstanding leadership, vision, and support, fostering a culture of Service Excellence across the organization.

Outstanding Staffing Fix Transformation
Recognizes a team that achieves remarkable results through the Accelerated Staffing Fix process, transforming staffing challenges into sustainable solutions.

Outstanding Swing Bed Transformation
Honors a team that delivers exceptional outcomes and innovation through the Swing Bed Academy, enhancing patient care and operational excellence.

Exceptional Employee - Clinical
Honors a clinical team member who consistently delivers outstanding patient care, demonstrates compassion, and exemplifies Service Excellence in every interaction.

Exceptional Employee - Non-Clinical
Recognizes a non-clinical staff member who goes above and beyond to support patients, families, and colleagues, making a significant impact through exceptional service and dedication.

Empowering Manager
Awarded to a manager who inspires, supports, and empowers their team to achieve Service Excellence, fostering a positive and high-performing work environment.

Exceptional Nurse
Celebrates a nurse who demonstrates extraordinary clinical skill, empathy, and commitment to Service Excellence, serving as a role model for peers.

Outstanding 1st Year Service Excellence Initiative
Awarded to an organization that demonstrates exceptional commitment, engagement, and measurable progress in the first year of the Service Excellence Initiative, achieving outstanding results early in their journey.

Rural Clinic of Choice
Recognizes a rural clinic that exemplifies Service Excellence, achieving outstanding patient experience, staff engagement, and community impact.

Community Health Center of Choice
Honors a Community Health Center that stands out for its dedication to Service Excellence, delivering exceptional care, teamwork, and positive outcomes for patients and the community.

Hospital of Choice
Recognizes a hospital that exemplifies Service Excellence, achieving outstanding patient experience, staff engagement, and organizational performance, making it the preferred choice for care in its community.



SUBMISSION DEADLINE: MONDAY, AUGUST 17TH, 2026