POLICY:

Murphy Medical Center seeks to Motivate and engage employees through a structured employee recognition program. The goal of this program is to help inspire employee creativity, reduce accidents, improve productivity and lower staff turnover. An effective employee recognition program is one that applies to all employees and helps to motivate the entire staff.

PROCEDURE:

The Murphy Medical Center program contains five components for employee recognition that are described in this policy. These are:

Commitment – Employees are recognized for going above and beyond through the receipt of a Commitment card from either patients, visitors or other employees. Commitment cards are a way to recognize those employees who have provided a patient with a WOW experience.

Bright Ideas – This is a suggestion program through which employees are encouraged to submit cost saving and process improvement ideas to enhance MMC operations.

Safety Suggestions – This encompasses the long standing MMC Safety Suggestion Program that encourages the submission of suggestions to enhance the safety of the environment of care.
Guest Relations – This is another existing MMC recognition program that provides peer recognition of employees who display an exemplary standard of behavior.

Service Awards – Employees are recognized for their years of continuous service to Murphy Medical Center. Service Awards are made in increments of 5 years.

PROCESS:

Commitment:

Employee recognition under the Commitment program is initiated upon the receipt of a Commitment card that has been completed by a patient, visitor or another employee to recognize the employee for going above and beyond in providing customer service. These cards are available from the card rack on the We’re Changing, Can you Tell? posters that can be found in the all MGP physician offices, the Good Shepherd offices, the Hospital lobby, the Nursing Home lobby, the cafeteria and the waiting rooms in Med/Surg, ICU, Endoscopy, Out Patient Laboratory and Radiology.

Completed Commitment cards can be turned into the closest receptionist or registration clerk, given to any manager or supervisor or sent to Administration. All Commitment cards that are received will be forwarded to the Employee Engagement Team to be documented and for recognition to occur. Recognition of employee’s who are recognized with a Commitment card will consist of the following:

- The employee will receive an MMC Commitment note card from the CEO acknowledging their recognition.
- Included with the card from the CEO will be a gift certificate that is good for $5.00 in purchases at the Giving Tree or the MMC Café, or it may also be redeemed for a one week membership at the PARC.

- Recognition in the MMC Health Matters newsletter.

- The Commitment card that was submitted to recognize their behavior will be returned to their department manager for presentation to the employee and recognition of their achievement within the department.

**Bright Ideas:**

The MMC Bright Ideas program is a suggestion program that is designed to encourage employees to submit their cost saving or process improvement ideas for consideration. All employees will be able to access the Bright Ideas form from the Employee Benefits link on the MMC Intranet homepage.

The forms should be printed off, filled out in their entirety and sent to the Human Resources office. Human Resources will forward all forms received to the Employee Engagement Team.

The Employee Engagement Team will review all submissions; determine if the submission meets the criteria of a suggestion. If a submission does not meet the criteria of a suggestion, it will be returned to the employee who submitted it. The criteria of what constitutes a suggestion is:

- The Bright Ideas form is filled out completely.

- The information presented is not just a comment or complaint about a problem or situation but presents a specific idea about an improvement or correction that can be made to improve our current processes.

- The idea that is presented is possible for MMC to implement.

When the Bright Ideas submission is determined to meet the criteria of a suggestion it will be forwarded to the appropriate evaluator within the MMC community. The evaluator will focus on several criteria in making a recommendation as to whether the Bright Idea should be approved.

- Determine whether the condition noted in the suggestion does exist.

- Evaluate the suggestion to see if the recommended solution will work.

- Make an analysis to determine if the recommended solution is feasible both from a practical and a financial perspective.
• Recommend approval or disapproval of the Bright Idea and forward the form and their recommendation back to the Employee Engagement Team.

Once the Bright Idea form is received back by the Employee Engagement Team, the team will act based upon the evaluator's recommendation. If an evaluator recommends disapproval and the team concurs with this recommendation, the employee who submitted the Bright Idea will be sent a note informing them of this decision. If an evaluator recommends approval and the team concurs with this recommendation, the form will be forwarded for administrative approval and implementation of the Bright Idea. Employees who submit an approved suggestion will receive the following recognition:

• Recognition on the Bright Ideas bulletin board
• Receipt of a certificate to document that I had a Bright Idea.
• Receipt of a $50 bonus on their next paycheck
• Recognition in the MMC Health Matters

In addition to the recognition given to approved suggestions, all employees who submitted a Bright Idea that meets the criteria of a suggestion, but were not approved, will be noted in the MMC Health Matters.

Safety Suggestions:

The MMC Safety Suggestion program is designed to provide a means for employees to present suggestions to correct unsafe situation within the environment of care. Safety Suggestions may be submitted using the MMC Safety Suggestion form from the Employee Benefits link on the MMC Intranet homepage.

The form should be printed off and may be submitted by sending it to the Human Resources office or giving it to any Environment of Care committee member. All suggestions received will be given to the
Employee Safety Committee for consideration. This committee will consider whether the submission meets the criteria for a safety suggestion.

- The *MMC Safety Suggestion* form is filled out completely.
- The form identifies a viable, current safety issue and provides a potential solution to the issue.
- The solution is necessary and it is possible for MMC to implement from a practical and financial perspective.

Once the committee determines that the suggestion criteria are met, they will evaluate the suggestion on its merits. This may involve referral to Plant Operations for evaluation. Once the evaluation is complete the committee will take action to approve or disapprove the suggestion. Employees who submit an approved safety suggestion will receive the following recognition.

- Recognition on the *Safety* bulletin board
- Receipt of a certificate to document their safety suggestion.
- Receipt of a $50 bonus on their next paycheck
- Recognition in the MMC Health Matters

In addition to the recognition given to approved suggestions, all employees who submitted a safety suggestion that meets the criteria of a suggestion, but were not approved, will be noted in the MMC Health Matters.

**Guest Relations:**

The voting membership of the committee consists of former guest relations award recipients. This structure is flexible and may change periodically but will contain at a minimum of six members and at a
maximum. The Human Resources Manager will be an additional, permanent, non-voting member. One member will be designated as the record keeper.

The voting membership of the committee considers current written nominations that have been received prior to the date of the meeting. Nomination forms are available on the MMC Intranet page and can be accessed by clicking Guest Relations on the left sidebar. This form can be submitted electronically or it may be printed out and sent to the Benefits Coordinator in the Human Resources Office. The monthly meeting convenes the second Thursday of each month and will not be called. Half of the voting membership must be present for the vote to be valid. Otherwise the membership on duty will be polled to determine the award recipient.

Each monthly award recipient receives:

- A $50 award bonus in their next paycheck
- The Guest Relations pin
- They can select a personal parking space for the next month.
- The committee posts the Guest Relations bulletin board with pictures and information on the award recipient for the month of their award.

Each monthly award recipient is invited to the next Quarterly Employee Recognition Awards Lunch where they receive a certificate recognizing their accomplishment and they compete for the $100 quarterly prize with the other monthly winners.

**Service Awards:**

Murphy Medical Center seeks to recognize employee’s contributions to the success and presence of our facility in the community by recognizing them for their continuous years of service to MMC. This recognition is made in 5 year increments with service recognized back to when the ER first opened its doors in December 1978. Award recipients are recognized at the Quarterly Employee Recognition Awards Lunch and they receive the following.

- An award certificate illustrating their years of service to MMC
- A cash award commensurate with the number of years of continuous service for which they are being recognized
• Recognition in the MMC Health Matters

**Supersedes:** HR Policy, Guest Relations Awards 06/09

**Distribution:** All Departments

**File In:** Administrative Manual/Department Administrative Manuals and Network Neighborhood under SHS Administrative Policies