

# Creating IMPACTful Recognition

Employee recognition, appreciation and engagement programs that create a lasting and positive impact on your healthcare community—such as reduced turnover, increased engagement, and improved patient satisfaction and quality of care ratings—should be comprehensive. Use the checklist below to see how your program stacks up.

## Do your employee recognition and appreciation efforts have... IMPACT?

Are they...

### Inclusive

- Recognizing all employees, regardless of role or department
- Giving patients, residents, guests and peers the opportunity to thank your team members
- Promoting a culture of teamwork, respect and mutual appreciation for your staff

### Mission-Oriented

- Integrating your values to connect teams to their employer
- Included in training and onboarding to connect staff to their purpose and their work
- Enthusiastically supported by your leadership teams to reinforce organizational culture and objectives

### Public

- Honoring exceptional actions “out in front” for everyone to see and not just “behind the scenes”
- Posting patient, resident and guest-facing recognition on bulletin boards or monitors
- Sharing stories through social media, newsletters and other digital channels

### Authentic

- Referencing specific acts of care that improve the patient or resident experience
- Celebrating team members in ways that takes into consideration how they prefer to be recognized
- Lending credibility by sourcing stories from peers, patients, residents and the outside community

### Consistent

- Providing an accessible pathway that allows for continuous and easy recognition
- Committing dedicated resources to ensure operational accountability and long-term sustainability
- Limiting time consuming obligations from leadership, HR, and accounting resources

### Timely

- Enabling real-time nominations that connect the act of care with its impact
- Establishing regularly scheduled selection panels and recognition events for continuity and to build participation
- Providing on-demand reporting to easily gauge the effect on engagement, retention, and other business metrics

### BONUS

- Recognizing those who take the time to share stories, thereby boosting participation, creating more widespread recognition, and showcasing quality nominations
- Enhancing recognition efforts with gifts or monetary awards as an added incentive

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Learn more at [CecaFoundation.org/our-solution](https://CecaFoundation.org/our-solution)

If you are interested in creating a best-in-class employee recognition program, please feel free to reach out to Nate Hamme at [nhamme@cecafoundation.org](mailto:nhamme@cecafoundation.org) or 202-719-8042 for additional insights and advice.