

# Creating Impactful Recognition

Employee recognition 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.

## *Does your recognition and engagement program...*

- Focus on specific acts of care, beyond regular job roles, that improve the patient experience?
- Have accountable individuals to manage operations and continuity?
- Recognize both clinical and support roles across departments?
- Limit time commitments from leadership and HR resources?
- Recognize staff in a visible and public way in your community and not just “behind the scenes?”
- Allow participants access through both paper and digital channels?
- Share your “healthcare hero” stories with the public through social and other media?
- Provide monetary awards to recipients and assume responsibility for the accounting functions like payment processing and tax compliance?
- Provide coordinated scheduling of selection panels and award celebrations to maximize attendance?
- Have easy-to-understand and on-demand performance reporting to gauge program impact on participation, retention, and more?
- Give patients, families and volunteers the opportunity to participate in nomination and recognition process?
- Integrate your mission and values in program processes and award presentations?
- Provide extensive training, tools, and education on the purpose of your program to leadership and caregivers alike?
- Involve the outside community to increase program credibility and impact?
- “Thank the thankers” to encourage participation and sharing of stories?
- Allow for gamification and use of social media styling to make your program more engaging?
- Promote a culture of recognition by complementing other existing recognition programs, such as employee-of-the-month, professional and skilled nursing awards, and departmental recognition?