

EXCELLENCE IN ACTION PROGRAM

Executive Summary

Purpose:

The Excellence in Action Program seeks to recognize and reward those individuals and/or teams who have been highlighted in e-mail or letters of commendation received by administration, principally those delivered to Dr. Slavin or Dr. Torchiana's offices, Office of Patient Advocacy, or Service Excellence.

Recognition will be:

- Timely
- Based on outstanding service as experienced by colleagues, patients and/or their families
- Unexpected
- Open to employees throughout the hospital
- Delivered by recognized leader in organization at employees work site

Implementation:

The program is being implemented by Dr. Slavin. Administrative support is provided by Sharon Badgett-Lichten LICSW of the Service Excellence Program.

Process:

- Collect letters, e-mails, notes or any form of correspondence written by patients, employees or family members and received by Dr. Slavin, Dr. Torchiana, the Office of Patient Advocacy or the employee's manager or department head.
- Correspondence reviewed and individuals/groups identified for recognition
- Check with manager or supervisor for verification of appropriateness
- Schedule set for recognition w/ leader who will be delivering the recognition and employee's manager
- Manager and Dr. Slavin meet at appointed time. Manager may elect to include colleagues from team, unit or department
- Employee receives visit and token of appreciation for job well done