



North Central Health Care
Person centered. Outcome focused.



Employee Recognition Program

Outstanding Person-Centered Service Award

Quarterly Award Criteria

Description of Award: Recognizes an employee who provides direct care, exceeds standards and works effectively to ensure the optimal patient experience and uncompromising Person-Centered Service. Recipient selected by Recognition Committee.

Eligibility: NCHC employees who provides direct care or work directly with those we serve.

Not Eligible for Award: NCHC Managers, Directors, Supervisors and employees who do not provide direct care or work directly with those we serve.

Frequency: Quarterly

**Award Recipient selected by NCHC Directors.*

Selection Criteria:

1. Achieves exemplary performance to ensure the patient has the best experience in their department or program.
2. Regularly contributes to the team by pitching in and problem solving where needed.
3. Demonstrates dignity and integrity in interactions with those we serve.
4. Communicates clearly and effectively to promote positive relationships.
5. Regularly collaborates with other departments in the cross-functional team and contributes ideas to ensure an optimal patient experience.
6. Demonstrates a proactive approach and caring attitude that shows their strong commitment to the Mission, Vision and Core Values of NCHC.
7. Has made significant contributions to the department's success.
8. Understands and adheres to NCHC Policies and Procedures.
9. Serves as a role model to our NCHC Community.

Rewards for Recipient:

- Award Celebration with Choice of Food Items
- Recognition Certificate
- \$25 NCHC Swag Shop Gift Card
- 8 Hours PLT
- Feature in *News You Can Use*, NCHC website and social media pages, and Employee Updates.