



North Central Health Care
Person centered. Outcome focused.



Employee Recognition Program

Outstanding Service Excellence Award

Quarterly Award Criteria

Description of Award: Recognizes an employee who does not provide direct care, has consistently achieved exemplary performance within their program and has excelled in supporting the programs and services of NCHC.

Eligibility: NCHC employee who does not provide direct care or work directly with those we serve.

Not Eligible for Award: NCHC Directors, Managers and Supervisors.

Frequency: Quarterly

**Award Recipient selected by NCHC Directors.*

Selection Criteria:

1. Demonstrates initiative by pitching in and problem solving where needed.
2. Initiates new ideas or streamlines existing processes to meet and exceed customer needs and expectations.
3. Communicates clearly and effectively to promote positive relationships.
4. Regularly collaborates with other departments in the cross-functional team and contributes ideas to ensure an optimal patient experience.
5. Demonstrates a proactive approach and caring attitude that shows their strong commitment to the Mission, Vision and Core Values of NCHC.
6. Has made significant contributions to the department's success.
7. Understands and adheres to NCHC Policies and Procedures.
8. 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.