

2018 Service Awards Recognition Strategy

MGLT Presentation – July 24, 2018

Recognition Strategy Work

The vision of the TSPMG Recognition Committee is to develop a visible, easy to understand, achievable plan to recognize, excite, and retain TSPMG employees.

Current Recognition Practices (CRP) Sub-Committee

Responsible for looking at current recognition practices/awards TSPMG to examine their effectiveness and identifying way to:

- Improve the current recognition activities
- Better communicate various recognitions across the organization
- Determine if any current recognition practices are no longer needed or sustainable for the organization

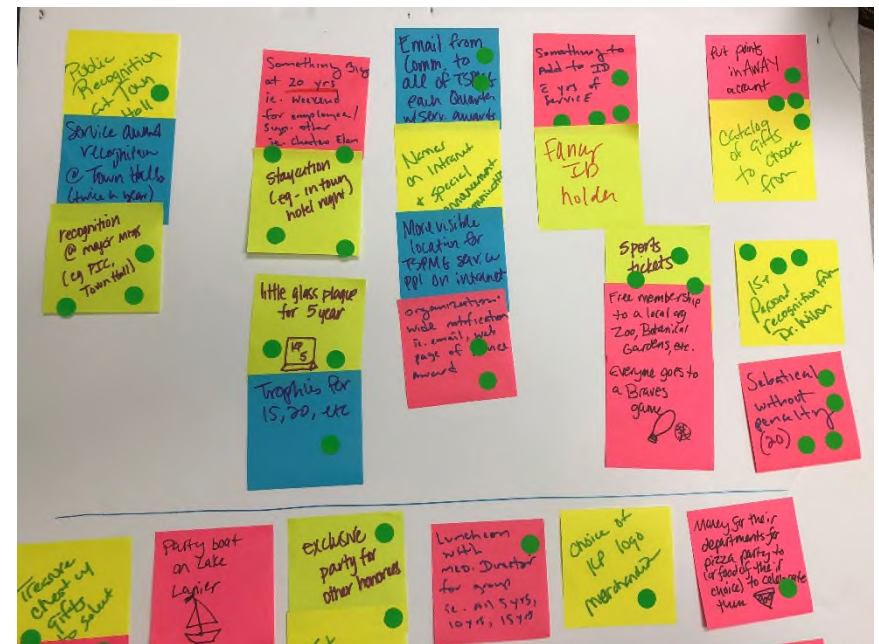
CRP Members include:

- Molly Malone (Sub-Committee Lead)
- Michelle Adzhemyan
- Chaundrissa Smith, Ph.D.
- Dave Ecklund, MD
- Sharon Ray
- Shawn Pinto, PA
- Jenny Breffle

Determining the Future State

- Team used a Human-Centered Design (HCD) approach
 - HCD is a creative problem-solving method that puts people and their needs at the center of all solutions
 - HCD applied to situations where more radical changes is needed (compared to incremental change)

- HCD tools used with team include:
 - “I like, I wish, I wonder” (to evaluate current service awards)
 - Rapid brainstorming using brainstorming prompts
 - Multi-voting to identify new solutions



Strategy for 2018 Service Awards (Future State)

1. Trophy as Service Award
2. Gift Cards or Memberships as Service Award Gift
3. More robust, comprehensive communication of milestones
4. “Name Buddies” for ID badges



Service Award Options

From a Certificate to an Award...

- Better visibility
- Can be displayed in office or at home
- More meaningful to recipient



Gift Options

Gift Card

Examples:

Amazon

Target

American Express



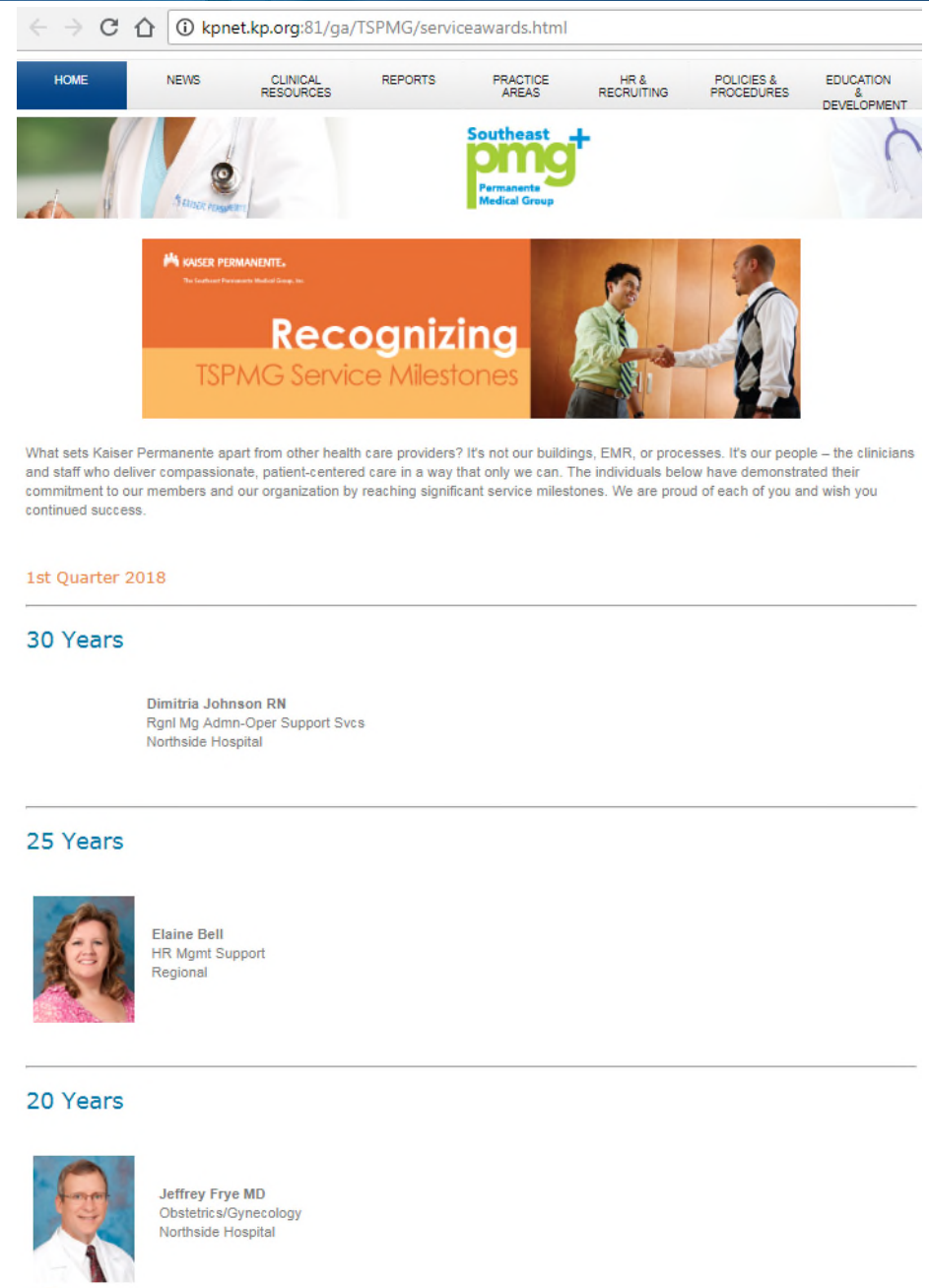
Communication Plan

Current Practice:

- Email to chiefs/leads or managers about direct report receiving service award for the quarter
- Updating TSPMG Service Milestone page on intranet quarterly, featuring names, years of service and photo, in an easily accessible location

New additions:

- News article on TSPMG intranet each quarter, with 3-4 feature stories about award recipients tenure at TSPMG
- Email to TSPMG employees quarterly with all service awards for that time period




The screenshot shows a web browser window with the URL kpnet.kp.org:81/ga/TSPMG/serviceawards.html. The page features a navigation menu with links for HOME, NEWS, CLINICAL RESOURCES, REPORTS, PRACTICE AREAS, HR & RECRUITING, POLICIES & PROCEDURES, and EDUCATION & DEVELOPMENT. Below the menu is a banner for Southeast pmg+ Permanente Medical Group. The main content area is titled "Recognizing TSPMG Service Milestones" and includes a photo of two men shaking hands. A text block below the banner reads: "What sets Kaiser Permanente apart from other health care providers? It's not our buildings, EMR, or processes. It's our people – the clinicians and staff who deliver compassionate, patient-centered care in a way that only we can. The individuals below have demonstrated their commitment to our members and our organization by reaching significant service milestones. We are proud of each of you and wish you continued success." The page is organized into sections for "1st Quarter 2018", "30 Years", "25 Years", and "20 Years".

1st Quarter 2018


30 Years

Dimitria Johnson RN
Rgnl Mg Admn-Oper Support Svcs
Northside Hospital

25 Years

 Elaine Bell
HR Mgmt Support
Regional

20 Years

 Jeffrey Frye MD
Obstetrics/Gynecology
Northside Hospital

Name Badge Buddies

- “Badge Buddy” added to KP ID to notate service award achievement
- Will signify to members and colleagues the tenure of our employees
 - Allows for team members to give praise to those employees for their time with the organization
 - Identifies to members the longevity of our providers within the organization



Distribution and Recognition

Before Town Hall:

- Time devoted to Service Awards during agenda
- Emails sent to all service award recipients that they are required to attend
- Encouragement given from management for service award recipients to attend

During Town Hall:

- Upon check-in, Service Award recipients get “Badge Buddy”
- Names displayed or called during Town Hall
- Service awards to be picked up at Town Hall
- Opportunity for recognition in front of leadership and colleagues

TOWN HALL MEETING

