



THE CHRIST HOSPITAL HEALTH NETWORK S.M.I.L.E.S. AWARD

What is the S.M.I.L.E.S. Award?

The S.M.I.L.E.S. Award recognizes employees of the Christ Hospital Health Network who model the behaviors that create exceptional patient experiences and make us a regional leader in healthcare delivery.

Who can be nominated?

Any employee of The Christ Hospital Health Network who embodies the S.M.I.L.E.S. principle and is a visible, proactive champion of the patient experience with patients and/or colleagues.

Who can nominate?

Any employee, physician, patient or family member may nominate someone for the S.M.I.L.E.S. Award.

Nomination criteria:

- Creates exceptional impressions (smiles, eye contact, introducing themselves, listen to reach better understanding, exceed expectations at every opportunity by anticipating the needs of others, say thank you.)
- Exceptional performance and customer service
- Positive attitude towards job responsibilities
- Team player
- Role model for others here or in the community
- Employee must be in good standing

How to nominate an employee:

Nomination forms can be obtained on MyTCH under Job Tools and emailed to Totalvalue@thechristhospital.com. Deadline to submit nomination for that month is the 4th Thursday of the month. Any received after the deadline will be considered for the following month.

How are S.M.I.L.E.S. Award recipients selected?

The Patient Experience Steering Committee will review the nominations the 1st Wednesday of each month to determine if the nomination meets the above criteria. All nominations are treated confidentially until potentially selected as S.M.I.L.E.S. Award winners.

What do S.M.I.L.E.S. Award winners receive?

- A recognition certificate presented to employee at Leadership Conference
- Announcement on MyTCH, MyTCH News, hospital and AOC monitors
- Department and manager recognition
- Recognition letter
- Automatic selection into SnackChat session



S.M.I.L.E.S. AWARD

NOMINATION FORM

When nominating an employee, please consider the following:

- Exceptional customer service
- Pride in his/her job
- Teamwork
- Exceptional job performance
- Exemplifies the Core Values (ExCELS)
- Positive attitude towards job responsibilities
- Welcoming
- Empathetic/Compassionate

Nominee Information

Full Name: _____
Last *First* *M.I.*

Title: _____ Department: _____

Manager: _____
Last *First* *M.I.*

Reason for nomination

In what way does this employee demonstrate S.M.I.L.E.S. Award criteria?

Nomination Submitted By

Full Name: _____
Last *First* *M.I.*

Please email nomination forms to
Totalvalue@thechristhospital.com