

Cape Regional Health System's brand value proposition is to provide our community with clinical expertise that is coordinated, personal and easy to access.

This goal can only be achieved through **Positive, Engaged and Proactive** (P.E.P.) Team Members.

The "Difference Maker" Program recognizes Difference Makers who exemplify Cape Regional Health System's Service Standards; team members who make a difference and create an exceptional patient, visitor and employee experience every day.



Carol Swagler, MA, CRPA Village Drive
Difference Maker of the Year 2019

We are proud to present the "Difference Maker" recognition program.

The program recognizes Difference Makers who exemplify Cape Regional Health System's Service Standards; team members who make a difference and create an exceptional patient, visitor and employee experience every day.

How to Recognize a Difference Maker

- Complete a "Difference Maker" nomination form recognizing an individual for consistently exhibiting multiple characteristics of our Service Standards. Directions are included on the nomination form
- Completed forms can be emailed to jmkeich@caperegional.com. You can also drop your nomination form off at the Human Resources Department. Please drop in the Difference Maker box after hours
- The Difference Maker Recognition Committee will review the nomination forms monthly and will choose individuals for the recognition
- More than one Difference Maker can be chosen
- Difference Makers will be recognized at a P.E.P. Rally to be held on the second Monday of the month in the Cape Cafe

Difference Maker Recognition

Individual Difference Makers will receive

- Certificate of Recognition
- \$25 Gift Card
- Cape Regional Difference Maker Pin
- Individual's picture to be displayed on the Difference Maker Wall of Fame
- Recognition on Social Media and in a Press Release
- Difference Makers are eligible to be named the Difference Maker of the Year selected by Senior Leadership and honored during Health System Week

