

We are proud to present to you the “Difference Maker” recognition program.

The program is to recognize 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 or Team Difference Makers:

- Complete a “Difference Maker” nomination form recognizing an individual or a team 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 (once a month) and will choose individual/s or teams for the recognition.
- More than one Difference Maker can be chosen. Team Difference Makers will also be recognized.
- Difference Makers will be recognized at a P.E.P. rally to be held the second Monday of the month in the cafeteria.

Difference Maker Recognition

Individual Difference Makers will receive:

- Certificate of Recognition
- \$25 Gift Card
- 3 Month Fitness Center Membership
- Cape Regional Difference Maker Pin
- Individual’s picture to be displayed on the Difference Maker Wall of Fame
- Recognized in the Bulletin and press releases
- All Difference Makers are invited to a recognition breakfast during Patient Experience Week
- Difference Makers are eligible to be named the Difference Maker of the Year, selected by Senior Leadership and honored during Health System Week
- The Difference Maker of the Year will receive a \$1000 gift card
- An individual can be recognized as a Difference Maker every twelve months

Team Difference Makers Will Receive:

- Certificate of Recognition
- \$10 gift card
- Cape Regional Team Difference Maker Pin
- Team picture to be displayed on the Difference Maker Wall of Fame
- Recognized in the Bulletin and press releases
- Two teams a month can be chosen

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.*

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DIFFERENCE MAKER



Nominate a Difference Maker That Is Positive. Engaged. Proactive.

Janice Klais, Credit Supervisor

Has one of our team members exhibited multiple characteristics of our service standards that made a difference in the overall patient, visitor or employee experience at Cape Regional Health System? Are these characteristics practiced every day? If so, help us recognize them by completing and submitting this nomination form.

Please provide a narrative, at right, of the characteristics practiced every day by the Difference Maker and include examples of the service standards that are consistently demonstrated by the individual. Check all the service standards in the P.E.P. chart below that apply to this Difference Maker's nomination:

Positive.

- Create positive first and lasting impressions
- Bring Enthusiasm to work
- Smile, acknowledge the customer, introducing myself, provide explanations, set expectations and thank people during my interactions
- Create a "Wow" experience to make every interaction personal and positive.
- Set a positive example by welcoming new team members and supporting their growth
- Treat all team members with dignity, respect and compassion
- Recognize and encourage positive behaviors
- Speak positively about the Health System in the workplace and the community

Engaged.

- Participate in learning opportunities to improve my skills
- Perform my work with passion and strive for excellence in everything I do
- Take ownership of challenges or issues and ensure resolution
- Actively seek to understand what is important to the organization and find ways to incorporate this into my daily activities
- Demonstrate behavior and performance that exemplifies a model engaged team member

Proactive.

- Place the customer first when it comes to making decisions
- Anticipate needs, recognize issues and respond in a timely manner
- Continuously evaluate processes and identify opportunities for improvement
- Ensure care is coordinated throughout the health system
- Collaborate with others to find the best possible solutions
- Actively listen by showing empathy and confirming what I have heard
- Communicate using terms our customers can easily understand
- Resolve conflict quickly, respectfully and directly with the person involved

Nominee's Name: _____ Department: _____

Submitted By

Date

Cape Regional Health System is committed to providing clinical expertise that is coordinated, personal and easy to access.