



RIVERVIEW HEALTH

Exceptional People. Exceptional Care.

Employee of the Month Criteria

The following minimum criteria will be used in selecting the Employee of the Month:

1. Employee must have worked a minimum of 1 year and is not currently in a probationary status at the time of nomination.
2. Employees can receive the Employee of the month recognition more than once; however there must be a break of a minimum of two years between awards.
3. All employees can be nominated, except senior leadership.
4. Nominations may be made in writing by co-workers, supervisors or department directors.

This additional criteria will be used to determine worthy candidates & will focus on how much s/he cares, taking pride in always giving the best possible service.

Communication- Always uses caring words with patients and staff, uses AIDET, key words at key times, explains information in an appropriate and comprehensive way, uses communication etiquette on the telephone, email and mobile devices.

Ownership- Promote and protect the reputation of RiverView, lead by example and be self motivated, avoid waste of RiverView resources, be receptive of corrective actions or suggestions, take initiative to rectify any areas of concern.

Respect/Empathy- Promptly greet guests, visitors, and co-workers, actively listens, respects diversity and is considerate of the feelings, concerns or experience of others. Promotes a healing environment and respectfully informs or requests permission before performing a task for a patient.

Integrity- Employee will be constant in their commitment to honesty, excellence and high moral standards. Is always trustworthy, honest, and sincere. Does the right thing even when no one is watching. Maintains patient confidentiality in all settings. Follows through on commitments made.

Job Excellence/Professionalism- Aspires to provide exceptional patient care through job excellence, professionalism, and a positive attitude. Is flexible, willing to accept new tasks, willing to ask questions, and uses time wisely. Stays current on job education and proactively seeks out education opportunities. Consistently adheres to all policies and procedures of RiverView.

Teamwork- Always interacts with co-workers and other departments in a respectful manner and values their contributions. Cooperate with co-workers and assists them when help is needed. Is complimentary of other departments and a job well done. Arrives on time for scheduled meetings, events or activities.

Process:

1. Forms and criteria on the Employee of the Month program will be posted on RiverView's Home page under Team Members, on campus near the drop box and at Human Resources.
2. Nominations accepted at any time. Submit completed paper forms to drop boxes on the main campus (café) or via email to Jean Tate, Human Resources at jtate@riverviewhealth.org
3. Employee of the month committee will go through nominations and select a winner based on the above criteria. The committee will meet on the second to the last Thursday of every month and determine a winner. If an Employee of the Month committee member is nominated, they will be excused from voting that month.
4. Employee of the month will receive
 - a. A certificate announcing them as EOM
 - b. Employees will receive their choice of a RiverView Health apparel item
 - c. Employee will receive \$100 check.
5. Employee of the month winner and fellow nominees to be recognized in the Current View newsletter, a news release on our website, KROX and Crookston Daily Times, the RiverView Health Facebook page, screen saver, and digitally in the Heritage Hallway.
6. Employee of the year will be chosen from past Employee of the Month's winners by the committee. Employee of the year to be announced at annual Holiday Party.
7. Employee of the year will receive
 - a. a plaque with their name and year of winning
 - b. Employee of the year will receive \$1,000
 - c. Employee of the year can choose a RiverView Health apparel item.
8. Employee of the Year will be recognized in the Current View newsletter, a news release on our website, KROX and Crookston Daily Times, the RiverView Health Facebook page, screen saver, and digitally in the Heritage Hallway.
9. Employee of the year will have the option to be a voting member on the Employee of the Month committee for the next year.