

CHA Quarterly Well-being/Wellness Webinar

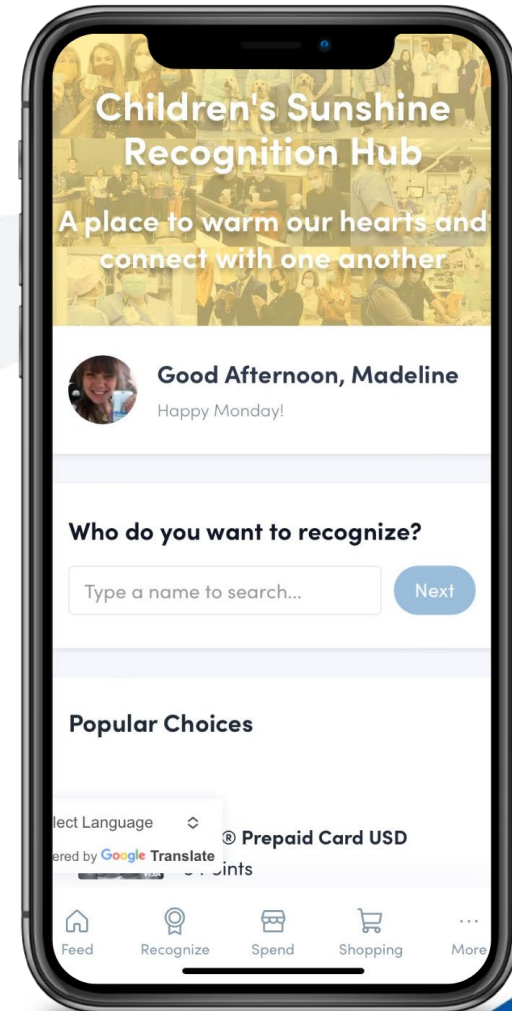
Creating a Culture of Recognition

April 23rd, 2024



CHILDREN'S
HOSPITAL
ASSOCIATION

Children's Nebraska Sunshine Recognition Hub



Presenters



Madeline Quinn, BSN,
RN, CCRN, CPN

Employee Experience
Coordinator
Children's Nebraska



Paige Simpson

Client Success Manager
Awardco



McKay Bushman

Enterprise Strategy
Consultant
Awardco

In this presentation:

- **Recognition in pediatric healthcare**
- **Demo of an Awardco portal**
- **How Children's Nebraska tailored our recognition program to meet the unique needs of healthcare**

Awardco Portal Demonstration

Login Data since launch Feb. 27, 2023

Reach

Total Logins
108,596
-N/A 23.6 Per User Avg

Total Users
4,608
-N/A



Unique Logins
4,324
-N/A

Recognition Data since launch Feb. 27, 2023

Recognitions



Recognitions Submitted

168,954

-N/A 36.7 Per User

Recognitions Received

168,954

-N/A 36.7 Per User

Points Awarded

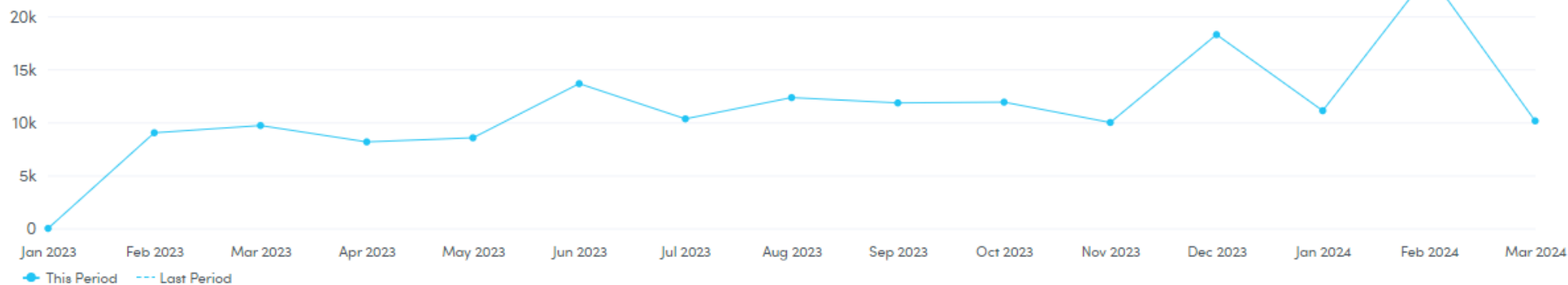
726,999

-N/A 157.8 Per User

Points Received

726,999

-N/A 157.8 Per User



Users Submitting Recognitions

3,584

-N/A 77.8% of Users

Users Receiving Recognitions

4,593

-N/A 99.7% of Users

Avg Points Awarded

4.3

-N/A

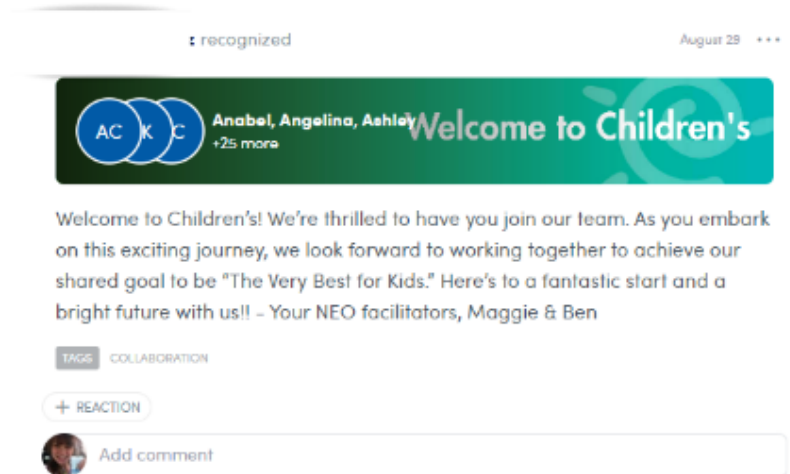
Avg Points Received

4.3

-N/A

Programs

- Recognition Programs-*multiple unique programs, but highlighting the following for the purposes of this presentation on healthcare:*
 - Everyday recognition, known as Sending Sunshine
 - Peer to Peer
 - Leader to Peer
 - Internal awards for nomination
 - Some national like Daisy Award and Daisy Nurse Leader
 - Bereavement Program
 - Patient Experience
- Milestone Recognition with MemoryBooks
- One Time Memory Book for life stages



Children's Nebraska recognized

March 18



I would like to nominate Grace for the Daisy award and recognition of her exceptional, nursing excellence, therapeutic communication and unwavering professionalism during her time at Children's Hospital. Grace is on remarkable ability to provide outstanding care while demonstrating compassion and empathy made a profound impact on our daughters

hospita
palpat

Charmaine Stone recognized

February 21

presen
Grace
and fo



Show N

Congratulations, I [redacted] You were selected for the Tool Tuesday Award on _2/20/2024 for using the Stop & Resolve Error Prevention Technique. Your Eye on Safety was recognized at yesterday's Operational Safety Brief where the organizational leaders heard about the great catch you had. Thank you for your commitment to patient safety!

❤️ 1

+ REACTION

This is so awesome! Great job Melonie.



Add comment

recognized

August 22 PRIVATE



Caring for sick children and seeing their suffering is not easy. Thank you for the excellent care you gave during the end of life recently in the NICU. I hope you find strength knowing you have a team who cares for you and sees the work you do every day for our patients and their families. We are lucky to have you advocating for our babies.



TAGS RESPECT

+ REACTION

Listening to Patients

Recognition and the patient experience



Purpose

Key protective factor to prevent burnout (De Hert, 2020)



Losada Principle

Human Flourishing was present at a ratio of 2.9 positive to negative (Fredrickson & Losada, 2005)



Recognition by patients

Demonstrates the value of the nurse to self, the patient, and the organization (Clavelle et al., 2019)

Most meaningful recognition comes from patients and families (Ulrich et al., 2022)



Tami, Abbie, Abigail
+70 more

Patient Experience

The nurses were fantastic taking our daughter back to surgery. They sang and danced with her all the way until they were out of sight from us. Not a single tear. Every nurse that we were in contact with would ask before leaving "did you guys need anything?" Every. Single. Time. It was comforting because they genuinely cared about us as well and not just our daughter. They were gentle and used calming voices when caring for our daughter. We couldn't be happier with our experience. Everyone was so kind.

TAGS CARDIAC CARE UNIT

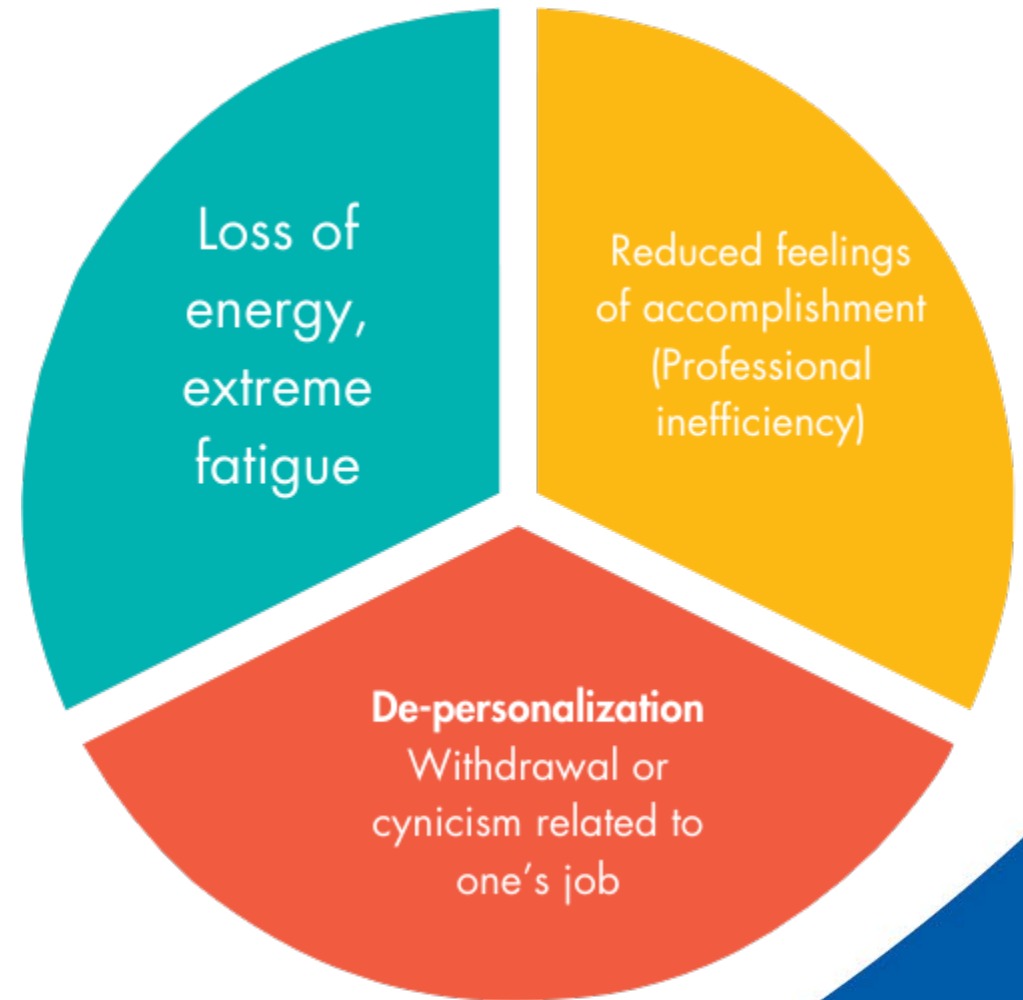
How did we get there?

The Act of Listening

Giving one's attention to sound

Dimensions of Burnout

- 54% of doctors and nurses identify as “burned out” (National Academy of Medicine, 2022)
- Its important to understand the theory of recognition and its impact on professional identity and accomplishment (Garcia, 2022)



“Effective leaders understand daily work, regularly provide meaningful recognition of colleagues’ contribution to purpose, and celebrate outcomes”

Institute for Healthcare Improvement’s *Joy in the Workplace Framework* (2017)



“Meaningful recognition is about more than accolades; it involves nurses being sought out and valued for their knowledge and experience when decisions are needed on clinical and organizational issues and nurses having influence in improving the quality of patient care.”

Association of Critical Care Nurses, 2022

American Association of Critical Care Nurses

Best practice for Meaningful Recognition, as part of a Healthy Work Environment (2024)

For *individuals*... Team members understand that **everyone is responsible** for playing an active role in the organization's recognition programs and meaningfully recognizing contributions.

For *organizations*...

1. The health care organization has a comprehensive system in place that includes formal processes and structured forums that ensure a sustainable focus on recognizing all team members for their contributions and the value they bring to the work of the organization.
2. The health care organization establishes a systematic process for all team members to learn about its recognition system and how to participate by recognizing the contributions of colleagues and the value they bring to the organization.
3. The health care organization's recognition system reaches from the bedside to the boardroom, ensuring individuals receive recognition consistent with their personal definition of meaning, fulfillment, development, and advancement at every stage of their professional career.
4. The health care organization has processes in place to nominate team members for recognition in local, regional, and national venues.
5. The health care organization's recognition system includes processes that validate the recognition is meaningful to those being acknowledged.
6. The health care organization regularly and comprehensively evaluates its recognition system, ensuring effective programs that help move the organization toward a sustainable culture of excellence that values meaningful recognition

Epidemic of Loneliness

“1 in 2 adults in America reported experiencing loneliness.... Loneliness and isolation represent profound threats to our health and well-being. But we have the power to respond. By taking small steps every day to strengthen our relations, and by supporting community efforts to rebuild social connection, we can rise to meet this moment together.”

Dr. Vivek Murthy, U.S. Surgeon General (2023)

As a **Nurse** leading this project, I knew:

- It had to be **quick**, easy, and accessible
- **Positives** needed to outweigh the negatives
- It had to be tied to **research**
- Leadership **involvement** was crucial
- It had to be fun, personalized, and **creative**
- We needed to **connect** with employees when they had time
- We had to give **ownership** to all employees, regardless of level in organization
- **Patient** feedback and recognition matters

Here's how it is done with Awardco

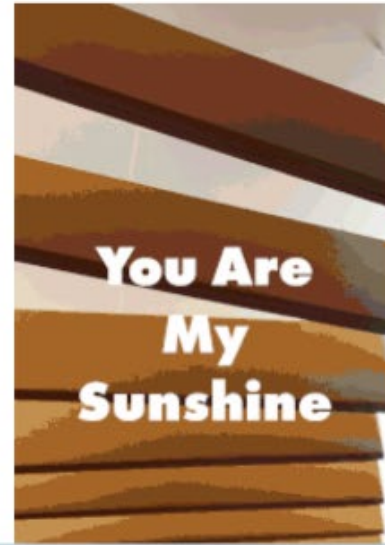
- **Quick**
 - Multiple integrations in outlook, on our employee homepage, teams, and in an app
- **Positives**
 - Creating a why or a compelling vision for change
- **Research**
 - Joint leadership training sessions, with Awardco representative
- **Involvement**
 - 1:1 executive training
- **Creative**
 - Gif creation personalized with Children's recognizable locations
- **Connect**
 - Rounding and listening
- **Ownership**
 - Largest portion of budget spent on peer to peer and leader to peer points
- **Patient**
 - Patient experience program



**You always
save the day**



**You Make Me
Happy When
Skies Are Gray**



**You Are
My
Sunshine**



**You take
our team
to new heights**

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