**eCard**

eCards are quick, on-the-spot ways to express appreciation every day. When your first inclination is to say THANKS, NICE JOB or WAY TO GO, send someone an eCard. eCards are perfect for offering encouragement, welcoming new team members, or celebrating birthdays or other life events. Send an eCard when someone asks insightful questions, leads with positivity, welcomes new points of view, or makes an extra effort to help you out. eCards may also be used to recognize incremental milestones on a longer-term project. This is the recognition tool to show appreciation for an employee who is doing their job but doing a great job at it and the foundation of the program.

- Day to day appreciation
- Recognition when someone is doing a good job in their role
- Other recognition such as birthdays, milestones, covering shifts, etc.

**Bronze Award**

The bronze award is designed to recognize work that required extra effort and has a meaningful one-time or short-term benefit to a team or a patient. Someone who receives this award stepped up or volunteered to contribute, utilized their own expertise and experience to add value, or directly took part in a successful result that was outside of the normal expectation of their work. Individuals who demonstrate role models behaviors for a particular area could receive a one-time bronze award. For example, employees doing their job but consistently exceed your expectations in the quality of their work and positively influences the team by implementing continuous improvement. Another example, an employee has productive days where they successfully complete their workload, jump in to assist coworkers which motivates and inspires others to do a better job. Individually these behaviors would not be an award but when you put all the demonstrated behaviors together, it could be describing something special. The work associated with a bronze award is to a certain extent outside of the individual's job responsibilities.

- One time encounter
- Work is short term
- Role model behavior
- To a certain extent outside of MJR’s

Criteria updates 3.4.19
Silver Award

Silver level awards often affects others at the department level or impacts a group of individuals. This level award often describes an employee doing something special for a patient that is more than a one-time encounter. A silver award honors accomplishments that require recipients to work outside their roles or usual scope of work. It acknowledges a higher level of effort, impact, or results, and often involves personal proactivity and determination in the face of challenge. Silver award recipients look for innovative ways to approach work, reach for challenging goals, and deliver true excellence to clients and to colleagues at UKHC. The work associated with a silver award is greatly outside of the individual’s job responsibilities.

- Work takes longer to accomplish/weeks
- More than one individual or small group is affected
- Departmental level
- Greatly outside of MJR’s

Gold Award

Gold level awards are stories that make you say WOW! A gold award is appropriate for a teammate who identified an opportunity for impact and worked across multiple teams or departments to make an impressive contribution to the entire enterprise. Their work shows unique thinking, requires leadership and risk-taking, and leads to delighted customers. The gold award work often takes months to complete, requiring focus and follow-through. If an employee saves a life or catches something that prevented significant harm, it could be a gold. If an employee identifies a need and helps to initiate a new process which saves the enterprise significate resources (e.g. time, money, ease of work), this could be a gold level award. The work associated with a gold award is significantly outside of an individual’s job responsibilities.

- Work takes a long time to accomplish/months
- Work is lasting or repeatable
- Enterprise wide/multiple departments are affected
- Significantly outside of MJR’s