Examples of Bronze, Silver, and Gold Awards:

A manager has the autonomy to use their best judgement in approving an award. For best practices, see the resource “Tips to Consider when Approving an Award”. If the award description is vague or describes what the employee should be doing in their position (part of their major job responsibilities), then an eCard is the right size recognition. Awards should be given when an employee goes beyond their job duties to strongly impact patient experience, drive high quality care or live out the DIReCT values. Below are examples of effective Bronze, Silver, and Gold awards:

**Bronze:**

A bronze level award often includes a patient encounter or an action that has a short-term impact.

An employee may have a productive day where they successfully complete their workload, jump in to assist coworkers which motivates other staff and inspires others to do their jobs better. In this situation, they are doing their job but sometimes an employee has a day where they impress you or change the whole energy of a team. This situation could be an example of a bronze level award. Individually these behaviors would not be an award but when you put all the demonstrated behaviors together, it could be describing something special.

- **Bronze example:** Child was having surgery on their birthday and was NPO (nil per os- or nothing by mouth). The employee worked with doctor to push back the surgery so the patient could have ice cream. Then got the floor to sing happy birthday while presenting the patient with the ice cream. Employee used a paper drawing of a candle taped to a syringe with the ice cream.

- **Bronze example:** A parent was checking her child in for surgery. The child had a stuffed animal. The seam on the leg of the stuffed animal became unraveled and almost fell off. The registration clerk found some needle and thread and repaired the stuffed animal while the child was in surgery. The child was presented with the repaired stuffed animal when she awoke from surgery. The child was filled with joy for the return of the stuffed animal.

- **Bronze example:** I would like to nominate an employee for his work with a homeless, intoxicated patient in the ED on XX/XX/XX. The patient smelled of urine and feces and you could tell he was obviously wet from the waist down. He had no medical emergency so he was quickly discharged. That is where the real work began; Employee recognized the significant social needs for the patient and knew he could not go back into the weather in wet clothes. Steven not only contacted social work and got him new clothes, but he helped the man to the shower and helped physically bathe him. The patient's demeanor completely changed from an intoxicated and divisive to an overly appreciative polite man. The patient reported he had not showered in three weeks.
STAR Program
Examples of Bronze, Silver, and Gold Awards

After being cleaned up and getting his new clothes Steven gave the man his own coat because social work did not have any big enough to fit him. It was such an amazing gesture and I think he deserves to be recognized!

Silver:

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 onetime encounter.

• Silver example: The communication system at an outpatient location went down. Employee took it upon them self to contact IT and the other providers outside of UKHC and followed the problem closely for the 2 months it took to get fixed. During this time, the employee hand delivered the orders to the physicians’ offices outside of UKHC to ensure the patient’s orders were not lost or services were not interrupted.

• Silver example: Employee proactively took steps to improve the practice of patient and family education among her peers on XYZ Floor. She is engaged in resurrecting the use of evidence based practice teaching techniques in conjunction with the patient engagement system, GetWellNetwork, to support patient self-management at home and improve patient experience. She spent a day at St. Elizabeth’s in Northern Kentucky with a small group from UKHC to learn how to achieve optimal outcomes from the proper use of GWN. She attended the follow-up nurse leadership meeting representing staff nurses to give feedback and assist in developing an improvement plan, set unit goals, and set evaluation metrics. She uses research-based health literature to ensure patient-centeredness and is helping her colleagues learn to do the same - She is a respected nurse that is influencing quality, safety and service on her unit.

Gold:

Gold level awards are stories that make you say WOW. This level award often affects the entire enterprise, department, or a discipline. 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.

• Gold example: Employee contacted me as I was working on payroll deduction for a vendor. She offered to help in the process and shared knowledge and contacts that I would have otherwise struggled with. She did not have to be involved but she joined in and did a lot of the work to create the documents and get the approvals as needed to make the payroll deduction program a reality. Because of her willingness to help and knowledge, we were able to get the payroll deduction program into place in time for the July vendor fair. Thousands of UKHC employees have the ability to enjoy this benefit.
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Examples of Bronze, Silver, and Gold Awards

Thanks Employee for helping me. I would still be plugging along if it were not for your help!

- **Gold example:** Employee volunteered to assist with the Bar Code Medication Administration rollout in the Emergency Department. This is not her primary responsibility, but took time out of her day to teach multiple classes. Unfortunately, one of the days she volunteered to lead a class, the computer classroom was double-booked and she was left without a venue to deliver the content to a group of 15 bedside staff traveling from home for this class. Within minutes, she arranged an alternate location, gathered laptops, additional instructors and delivered individualized training to those on the roster. She could have easily sent each staff member home to reschedule for another day, potentially leading to feelings of frustration and wasted time for that person, but instead demonstrated compassion, respect and innovation through her quick thinking and actions.

- **Gold example:** Employee had a great idea that would make our communication between therapists, case management, nurses and clerks more efficient. She had the idea to build new columns into SCM that will allow each therapist to "claim" the patients they would see that day. This allows anyone with SCM access to easily identify who has each patient. This will improve coordination of patient care between disciplines. It will also allow for more efficient communication for discharge planning. Overall, this is going to create a better environment of teamwork and will improve the patient care and experience. Employee identified the need, thought up a solution and initiated discussion with the appropriate people to develop and implement her idea. It has now been submitted and is in the process of being built in SCM. I am personally looking forward to being able to use this feature and see the positive impact it will have. Thank you so much!!

For further assistance: Chelsea Smitson chelsea.smitson@uky.edu or Crystal Gabbard crystal.gabbard@uky.edu