Quick Guide – Submitting a nomination through the STAR Program

Celebrate accomplishments: Nominate for an award
Sometimes "thank you" does not say quite enough. When you see someone providing outstanding service and living the values at UK HealthCare, nominate them for an award.

Using the nomination wizard, you will be prompted through the process of describing your nominee's achievement and evaluating its impact.

Our awards come in three different levels, from Bronze and Silver to Gold, and each represents a step up in terms of scope, effort and impact.

Below are step by step instructions on how to submit a nomination:

1. Log into the program. There are two options to login into the program.
   a. Website: https://www.appreciatehub.com/UKHealthCare
      i. The login instructions will be on the login page including the user name and password.
   b. CareWeb.
      i. On the left hand side, select the 7th blue button - STAR Program.
      ii. Sign in with your linkblue account.
2. Locate the “select name” field on the home page, also referred to as the giving page.
3. Type the name of the person you would like to submit a nomination for into the name field.
   a. If multiple names appear, select the correct individual from the dropdown.
   b. You can type multiple names into this field to send the same nomination to multiple individuals.
      Note: not the recommended practice because each person’s contribution is different and should be highlighted for a more genuine recognition experience. Individualized nominates will have more impact.
4. On the “Recognition Type” field, click on the drop down and select Award nomination.
5. The nomination wizard will open and you will be promoted to answer six questions.
   Critically think through and answer each question that best fits the recognition event or values based behavior.

Nomination Wizard Questions:
A. Describe the work result or achievement in relation to the employee’s role? This question is asking if the action taken was within the person’s Major Job Responsibilities (MJR’s).

Answers:
I. Within role: it is within their MJR’s or Job duties. An employee should be doing this behavior or action as part of their day-to-day responsibilities. (Example: covering a break, helping a coworker with a patient or sharing knowledge with a coworker).

II. Outside of typical role: it is similar to their job duties such as a professional obligation but not part of their MJR’s. (Example: being part of a committee that uses your professional knowledge but is not part of the MJR’s or making a phone call on behalf of a patient instead of referring them to a service).

III. Significantly beyond normal role expectations: the behavior or action item is not part of their MRJ’s or professional responsibility. (Example: setting up a “live a dream” for a terminally ill child because you have access to props such as a motorcycle or farm animals.)

B. How did the employee initiate this work? This question is asking how the nominee got involved in the recognition event.

Answers:

I. Was assigned the task: A manager/supervisor instructed the nominee to be involved. (Example: a manager tells an employee to restock the supply closet or a supervisor switches a patient to a different employee based on need).

II. Volunteered: Someone asked for help and the nominee responded to the request. (Example: a manager asks for volunteers to be on a committee or project or to take on an extra role.)

III. Proactively identified opportunity and initiated effort without being asked: employee does something without being prompted that is a benefit to the department or patient. (Example: learns about a new medical breakthrough and advocates to bring it to UKHC or starts a board game night for patients on a specific inpatient floor to improve emotional wellbeing.)

C. How was this work accomplished? This question is asking about the effort it took to complete the recognition event including discretionary or soft skills.

Answers:

I. Applied high degree of discretionary effort: employee was very creative in their thinking. (Example: tried something new that they had never been tried before or got imaginative with an existing technique.)

II. Demonstrated disciplined risk taking: employee is well organized in the risk/possibility of loss they take for the desired result. (Example: reorganizing or collaborating with another person/program/procedure because the risk could be less efficiency which causes more use of resources or a failed partnership).

III. Was collaborative and applied enterprise-wide thinking: employee thinks about multiple areas or disciplines throughout the enterprise as a whole or
works with multiple individuals to accomplish the recognition event. 
(Example: engaging others when the honoree has an idea of what they want 
to accomplish or reaching out to another department to partner with the 
work).

IV. Two of above: This is when two of the three types of efforts can be easily identified.
V. All of the above: This is when all of the efforts can be easily identified.
VI. None of the above: This is when none of the efforts can be identified.

D. **Degree the behavior aligned to our core values.** This question is asking how the recognition event 
or values based behavior represents the **DIReCT** (Diversity, Innovation, Respect, Compassion and 
Teamwork) values.

Answers:

I. To some degree: the behavior closely aligns to our values/when some of the 
values can be identified. (Example: compassion: employee takes a few 
extra minutes to empathize with a patient or a social process that 
somewhat motivates the people around them).

II. Significantly: the behavior meaningfully represents the organizational value 
where most of the values are clear and easily identified. (Example: Respect: 
taking the time to listen to others opinions and reflecting against your own 
or engages the cultural and social differences of those around them).

III. Extraordinarily (role modeled these values): the employee serves as the example 
for all of the DIReCT values in a way that distinguishes themselves as 
someone to be emulated. (Example: someone who positively leads others 
or initiatives that make people want to imitate the values they display or 
someone has saved a life outside of work, or an act of charity that has a 
profound impact on a patient family or guest).

E. **How long do you estimate that this work will have impact?** This is the length of time the effects of 
the recognition event or values behavior can be identified as affecting a patient, department or 
UKHC.

Answers:

I. One-time, immediate: Short-term impact. (Example: a one-time interaction with a patient 
such as taking them to Starbucks for a coffee to get them some fresh air or 
singing happy birthday to a child who is in the hospital on their birthday).

II. Longer-term: Medium length of time such as a month or more. (Example: working on a 
project that has a completion date or working with a specific patient on 
multiple occasions such as working with a patient on their reading skills 
during the honorees break).

III. Lasting, repeatable impact: Long-term impact or impact that lasts for several months to a 
year. (Example: reorganizes the flow of a clinic to save time and resources 
or seeing a need to make the patient experience better by creating family
bathrooms with baby changing tables in Pav H out of single stalled gender specific bathrooms).

F. Did this work make us more efficient? This is asking about the recognition event or values behavior-maximizing productivity or minimizing wasted effort or expense.

Answers:

I. Yes: The recognition event or values based behavior made UK HealthCare more efficient. (Example: organizing a supply room to have a better idea of the inventory or forming a committee to look at processes).

II. No: The recognition event or values based behavior did not make UK HealthCare more efficient. (Example: bringing in a book for a patient or helping to organize a pot luck dinner for the staff in a department).

6. After completing the Nomination Wizard, the system will score the answers to the questions and give a recommendation of the appropriate level of award (eCard, bronze, silver or gold). If the recommendation is an eCard, it will take you to the eCard bank to select a card (see how to send an eCard and start at number 5. Note: Please do not go back and change the answers if you do not agree with the level of the award suggested. The system uses an algorithm to suggest the most appropriate size of recognition based on research and best practice.

7. Next, select the value that represents the recognition event or values based behavior. More than one value can be applied but the system only asks for one to be selected. Pick the value that resonates most with you and the situation as you reflected through the questions.

8. Next, fill in the text box. This box is VERY important because it is the story behind the recognition event. It’s the detail and the emotions of what happened and why the honoree should receive the
award. The story in the text box is what the managers will look at when approving an award. You have 1000 characters to give the details in your own words on why the award should be approved. This text will also print on the award certificate that will be published to the Wall of Fame for everyone to see (unless the honoree’s profile is set to private).

9. You can add someone else to be carbon copied on the approval email that is sent for the nomination. They will not have the ability to approve the award but they can read what was written.

10. Below the carbon copy line it will tell you who the recipient is (person receiving the award), the first approver (the honorees manager) and who the presenter will be (same person who nominated).

11. The last step would be to click on the Send Recognition button in the lower right corner of the screen. You also have the option to cancel if you do not want to complete the nomination.

12. You will receive an email after you click the submit button telling you the email was submitted successfully.

13. The nomination is now in the approval process. The nominator will receive an email once the award has been approved or the award has been declined with information as to why the award was declined. The decline email is to help educate the nominator on awarding strong recognition or the right size recognition. For more information, please see the quick guide on declining an award.

14. If the award has been approved, the nominator will receive a separate email stating it is time to make the presentation. Please see the quick guide on making a presentation.

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