



For more information on

“Valuing Our Stars”

Please contact your Regional Human Resources office



 **BROWARD HEALTH**
MEDICAL CENTER



 **BROWARD HEALTH**
NORTH



 **BROWARD HEALTH**
IMPERIAL POINT



 **BROWARD HEALTH**
CORAL SPRINGS



Salah Foundation
 **Children's Hospital**

Broward Health Employee and Team Recognition

BEHAVIORAL EXPECTATIONS
RECOGNITION GUIDELINES
ACKNOWLEDGEMENT FORM

Our Mission

The mission of Broward Health is to provide quality healthcare to the people we serve and support the needs of all physicians and employees.

Our Vision

The vision of Broward Health is to provide world-class healthcare to all we serve.

**Our Values in Action:
Behavioral Expectations for all Employees**

Exceptional Service to All:

Takes assertive action to build internal and external customer relationships and loyalty; meets or exceeds customer needs; provides satisfaction within available resources.

- Asks questions to identify customer needs and expectations.
- Positively responds to problems personally or refers to appropriate department or employee.
- Considers impact on customer when taking actions or performing job.
- Regularly and systematically monitors and reports customer satisfaction.

Accountability for Positive Outcomes:

Takes personal responsibility for meeting and exceeding goals and standards; acts continuously to improve product lines and services; seeks opportunities for continuous development; assumes responsibility for errors and learns from them.

- Establishes and accepts measurable and achievable goals, expectations for high performance and results.
- Works to exceed quality standards in product and service and increase cycle time.
- Actively supports and engages in continuous growth and development for self and others.
- Takes responsibility for what goes wrong in own area; uses errors as learning opportunities.

Fostering an Innovative Environment:

Initiates and responds to change positively; seeks and recommends or implements creative improvements in products and services; encourages and applies out-of-the-box thinking; challenges current practices when they are counter to goal achievement; focuses on doing the right things as well as doing things right to accomplish strategic objectives.

- Seeks and tries different approaches in accomplishing work.
- Serves as change agent; learns and communicates reasons for benefits of change.
- Asks questions and seeks other input to look at old situations and problems in a new, fresh light.
- Researches and recommends or implements new developments and best practices of other industries and healthcare systems.

Collaborative Organizational Team:

Initiates and participates in mutually beneficial alliances; develops partnerships and joint work efforts within work group and across department and organizational lines; helps others achieve overall organizational high performance, quality outcomes and Broward Health goals and objectives.

- Seeks input of group members and ensures their contribution to the discussion or process.

- Supports group decisions even when they do not entirely reflect one's own opinion.
- Enthusiastically works with others, capitalizing on diversity.
- Conveys a positive personal image; earns acceptance and respect of others.
- Identifies and advocates decisions and actions in which all parties benefit.

Valuing Our Employee and Community Family:

Creates an atmosphere of appreciating and accepting all others; treats co-workers, customers and business partners with dignity and respect; continually strives to include all others to produce higher quality products and services; builds positive, productive work relationships.

- Continually examines own thoughts and behavior for unexamined assumptions and stereotypical responses.
- Advocates the including of others with a range of backgrounds and experiences as an asset to Broward Health.
- Builds positive, productive work relationships with people of different background and cultures.
- Accommodates and encourages different personal styles that are effective in accomplishing desired outcomes.

BH Employee and Team Recognition: “Valuing Our Stars” Guidelines

“VALUING OUR STARS” Delineation:

BH has developed 4 formalized levels of employee recognition:

1. “CAUGHT YOU SHINING”

“Caught You Shining” is recognition of those employees and teams who support and demonstrate Broward Health’s Five Star Values. Any employee, manager or customer of Broward Health can become a “catcher” by filling out a “Caught You Shining” form (located in various departments throughout BH). Also, any employee who is recognized by a patient or customer in a letter will receive a “Caught You Shining” form.

All forms will be placed in the employee’s department personnel record and employees will be awarded a small token of appreciation. Recognition pins will be awarded for every five (5) forms.

2. “SHINING STARS”

All eligible non-PFP employees who have received five (5) “Caught You Shining” forms are eligible to be selected for the regional “Shining Star” Award. “Shining Stars” are selected quarterly and will receive a special parking space for a month, a framed certificate and will have their picture placed on the “Wall of Stars”. The Shining Stars will also be invited to a monthly Board Meeting at their Region for recognition by our Board of Commissioners. The Board’s recognition will be considered voluntary and on the employees own time.

3. “OUR BRIGHTEST STARS”*

All Quarterly Shining Stars are eligible for the Districtwide “Our Brightest Star” Award. All employees eligible for “Our Brightest Star” Award will be invited to a luncheon, where one employee from each region will be selected for this prestigious award that recognizes employees who live the Five Star Values. These seven (7) employees will be invited to the annual Service Awards Banquet, where they will receive a special award. The “Brightest Stars” award recipients will also receive:

- A designated parking space for a year.
- A photo displayed for the year in the center of the “Wall of Stars”.
- A feature article in the “Star” publication.
- A check in the amount of \$500 to the employee or a charity of their choice.***
- A special “Brightest Star” pin.

* **Eligibility:**

All employees in an eligible status, below the level of PFP manager, who have not received a corrective action at the written level or above for at least 6 months and have received a performance score of 3 or above in all responsibilities on the last performance appraisal. Eligible status must be in order to receive on-going recognition.

Note: Once a Brightest Star recognition has been awarded, all employees are eligible to begin the process again.

Other formal forms of employee and team recognition that are demonstrated within BH are:

The Vice-President/CEO Achievement Awards are awarded as follows:

- Departmental activities with an award up to \$500***
- Regional/medical center activities with an award up to \$1000***
- Districtwide activities with an award up to \$2500***

Districtwide celebrations such as Hospital Week, JCAHO celebrations, Quality Expos, etc. Annual merit increases are awarded to staff level employees through the submission of successful performance appraisals.

*****Monetary Awards are subject to Federal Withholding Taxes.**

Informal forms of employee and team recognition that are demonstrated within BH are:

Letters of Commendation.

Personal "Thank You" notes from Executives and Managers.

Visits from Administrative staff to the work units to personally thank employees and teams.

Regional and department-specific recognition in the form of team celebrations, luncheons and parties.

I have read the "Valuing Our Stars" booklet and understand that it is a part of my job to demonstrate BH's FIVE (5) STAR Values (within my job description). I also understand that Broward Health recognizes all employee and team contributions to the mission, vision and values of the organization. Employees and teams who make significant contributions and put BH Values into action will be given special recognition for their efforts.

DATE: _____

Employee's Signature: _____

Please print name: _____

Department: _____

Facility: _____