

Patient Care Excellence Award Program

2018 Official Nomination Form



*2017 Nancy Lamb Skogsbergh & Edna Lamb Nursing (Clinical) Leadership Award
Recipient Diane Seelau with Nancy Skogsbergh*



UnityPoint Health
St. Luke's Foundation



UnityPoint Health
St. Luke's Hospital

For specific award criteria and departments and staff eligibility, please see page 4.

This form can be located at www.stlukescr.org/patient-care-excellence-award-program.aspx

PROGRAM TYPE

Indicate the Award Program in which you have been nominated for:

- | | |
|--|---|
| <input type="checkbox"/> Anna Purna Ghosh Oncology Nursing Award | <input type="checkbox"/> LaMorgese Award for Excellence in Neurological Nursing |
| <input type="checkbox"/> C.A.R.E. Service Award | <input type="checkbox"/> Nancy Lamb Skogsbergh & Edna Lamb Nursing (Clinical) Leadership Award |
| <input type="checkbox"/> Carroll H. & Lena Nelson Critical Care Award | <input type="checkbox"/> Outstanding New Graduate Award |
| <input type="checkbox"/> Dale & Ruby Morgan and Mable Ray Award | <input type="checkbox"/> Ron Mahany Award |
| <input type="checkbox"/> Darrell Dennis Pulmonary Medicine Award | <input type="checkbox"/> Smulekoff Family Award for Nursing Excellence |
| <input type="checkbox"/> Elaine Young Leadership Award | <input type="checkbox"/> Social Worker Award |
| <input type="checkbox"/> Excellence in Behavioral Health Award – Nursing | <input type="checkbox"/> Dr. Stephen & Peg Vanourny Award for Excellence in Obstetrical & Gynecological Nursing |
| <input type="checkbox"/> Excellence in Behavioral Health Award – Mental Health Staff | |
| <input type="checkbox"/> Excellence in Behavioral Health Award – BH Support Staff | |
| <input type="checkbox"/> Gail Stork Emergency Medicine Nursing Award | |
| <input type="checkbox"/> Karma Smith Healthcare Pioneer Award | |

Associate Name

Date Associate Began Working in Current Role

Associate's Department

Associate's Title

PLEASE ANSWER TWO OF THE FOLLOWING QUESTIONS

Please provide examples on how the nominee Fosters Unity.

FOSTER UNITY

Please provide examples on how the nominee Owns the Moment.

OWN THE MOMENT

Please provide examples on how the nominee Champions Excellence.

CHAMPION EXCELLENCE

Please provide examples on how the nominee Seizes Opportunities.

SEIZE OPPORTUNITIES

Based on the award criteria found on pages 4-8, how does the nominee meet or exceed the expectations of the award?

Person Nominating: _____

Department: _____

Nominee has performed at “exceeds expectations” or “role model” on their most recent annual Performance Appraisal.
Special Note: If nominee is for the "New Graduate Award" they must "**meet expectations**" on their most recent annual Performance Appraisal.

Please double check that the nominee meets the eligibility requirements of the Award. Please refer to pages 4 - 8 for the eligibility requirements of each Award (please take special note, for the years of service required to be eligible for each Award).

Manager/Supervisor or Approving Signature: _____

Date: _____

Questions regarding the application and selection process should be directed to:

Tonya Arnold
Tonya.Arnold@unitypoint.org
(319) 369-7572

**Please forward your nomination to Tonya Arnold, St. Luke’s Foundation.
Nominations are accepted as hard copy or electronically.**

Please remember to sign the nomination!

Please Note: We have removed the listings of eligible departments for each Award. Please review the Award criteria and staffing eligibility to determine if you have an associate you could nominate.

2018 PATIENT CARE EXCELLENCE AWARDS PROGRAM CRITERIA

Anna Purna Ghosh Oncology Nursing Award – recognizes an excellent oncology nurse who exemplifies the following characteristics:

1. Places an emphasis on human caring and compassion, demonstrating the ability and willingness to comfort and console patients in time of physical and emotional need.
2. Demonstrates excellent clinical assessment skills, monitor the patient's chief clinical problem and watch for subtle changes in condition. In addition, they will assess the whole person for the ability to physically and emotionally cope with the illness and treatment. This includes a complete systems physical assessment, combined with active listening to the patient's feedback and concerns.
3. Places an emphasis on the application of the most current science in her/ his bedside practice.
4. Recognizes that a hospitalization is an episode of care along a continuum and facilitates smooth transitions between levels of care and providers.
5. Places an emphasis on good corporate citizenship.

Eligible Staff: St. Luke's nurse working in the oncology field.

C.A.R.E. Service Award – is presented annually to individuals who consistently provide support and assistance to patients, families, and any members of the healthcare team. The award is inclusive to all direct care assistive roles. More specifically, it is designed to recognize individuals who function in a supportive role to an RN. The recipient demonstrates on a daily basis behaviors consistent with our C.A.R.E. delivery model:

C = Continuity of Care; Communication; Collaboration

A = Advocacy; Accountability

R = Relationship-Based

E = Evidence-Based

Eligible Staff: The associate must be in a direct care assistive role for at least 12 consecutive months as a Patient Care Tech, Birth Care Assistant, Certified Surgical Tech or Youth/Mental Health Counselors.

Carroll H. & Lena Nelson Critical Care Award - recognizes two associates who contribute to the care and treatment of critical care patients. The candidate:

1. Goes above and beyond a normal job performance and has made significant contributions to the care of the critically ill patient.
2. Places an emphasis on human caring and compassion and demonstrates the ability and willingness to comfort and console patients in times of physical and emotional need.
3. Places an emphasis on leadership, continued learning, that is, demonstrate affection for sound principles based on the scientific method and medical research.
4. Showcases good corporate citizenship, that is, demonstrate a willingness to work effectively with others and promote the ideals of St. Luke's Hospital.
5. Exhibits leadership qualities, that is, a knowledge of the profession, high quality record of work attendance, in-servicing and meeting attendance, goal-driven and has a demonstrated record of quality and performance improvements.

Eligible Staff: The associate should be an RN working a minimum of 32 hours a pay-period, worked in the Critical Care Division for more than six consecutive months, and is below the level of a manager.

Dale & Ruby Morgan and Mable Ray Award - recognizes an RN who contributes significantly to the pediatric or psychiatric nursing care of children (infants or teenagers). The candidate:

1. Places an emphasis on science, that is, demonstrates affection for sound principles based on the scientific method and medical research.
2. Places and emphasis on human caring and compassion, that is, demonstrate the ability and willingness to comfort and console patients in time of physical and emotional need.
3. Showcases good corporate citizenship, that is, demonstrate a willingness to work effectively with others and promote the ideals of St. Luke's Hospital.

Eligible Staff: The associate should be an RN working a minimum of 32 hours a pay-period.

Darrell Dennis Pulmonary Medicine Award – recognizes an individual who contributes to the care and treatment of the critically ill and/or pulmonary medicine patients. The candidate:

1. Goes above and beyond a normal job performance and has made significant contributions to the care of the critically ill and/or pulmonary medicine patient.
2. Places an emphasis on human caring and compassion as a role model for St. Luke's Standards of Excellence.
3. Places an emphasis on leadership and continued learning, that is, demonstrate affection for sound principles based on the scientific method and medical research.
4. Showcases good corporate citizenship, that is, demonstrate a willingness to work effectively with others and promote the ideals of St. Luke's Hospital.
5. Exhibits leadership qualities, that is, a knowledge of the profession, high quality record of work attendance, in-servicing and meeting attendance, goal-driven and has a demonstrated record of quality and performance improvements.
6. Contributes to the unit, division, and hospital goals and shows flexibility in meeting these outcomes.

Eligible Staff: The associate should be working part-time, full-time or an average of 32 hours per period; worked in pulmonary medicine or critical care for greater than six months. The associate must not have received the Carroll H. & Lena Nelson Critical Care Award or Smulekoff Family Award for Nursing Excellence in the same year. The associate may win more than once but not more than every three years.

Elaine Young Leadership Award – recognizes an associate in a leadership role. The candidate:

1. Places an emphasis on science, that is, demonstrates a passion for sound principles based on evidence-based practices.
2. Demonstrates the art of patient care excellence through human care and compassion.
3. Places an emphasis on leadership and continued learning.
4. Is an outstanding mentor in the development of their staff to pursue high-quality patient care.
5. Demonstrates significant contributions to quality patient outcomes.
6. Places an emphasis on good corporate citizenship, that is, demonstrates a willingness to work effectively with others to promote the strategic goals of St. Luke's Hospital.

Eligible Staff: The associate must have been in a leadership position for a minimum of three consecutive years. The award is for all front-line supervisory staff through middle managers (directors excluded). An individual may win more than once but not more than every three years.

Excellence in Behavioral Health Award – recognizes nurses who demonstrate excellence in Behavioral Health Nursing. These nurses are involved in special projects or programs within their unit or division, participate in unit or division committees, demonstrate clinical expertise, seek further nursing education and are "team players" within the Behavioral Health Division.

Eligible Staff for Nursing Award: An RN working a minimum of 32 hours a pay-period.

Eligible Staff for Mental Health Professional Award: A therapist, recreation therapist, youth counselors, mental health workers, social worker, and/or certified alcohol/drug counselors working a minimum of 32 hours a pay-period.

Eligible Staff for Behavioral Health Support Staff Award: Clerical staff including unit secretaries, department secretaries, and techs working a minimum of 32 hours a pay-period.

Gail Stork Emergency Medicine Nursing Award – recognizes an RN who demonstrates excellence in Emergency Medicine Nursing. These nurses are involved in special projects or programs within their unit or division, participate in unit or division committees, demonstrate clinical expertise, seek further nursing education and are “team players” within the Emergency Medicine arena.

This Award will recognize an excellent RN who exemplifies the following characteristics:

1. Places an emphasis on science, that is, demonstrates affection for sound principles based on the scientific method and medical research.
2. Demonstrates excellent clinical assessment skills, monitors the patient’s chief clinical problem(s) and watches for subtle changes in condition. In addition they will assess the whole person for their ability to physically and emotionally cope with the illness and treatment. This includes a complete systems physical assessment, combined with active listening to the patient’s feedback and concerns.
3. Consistently communicates with patients/families and staff to create an exceptional patient experience and consistently utilizes Standards of Excellence in daily practice serving as a role model to others.
4. Demonstrates human caring and compassion, that is, demonstrates a willingness to comfort and console patients in time of physical and emotional need and a role model for St. Luke’s Standards of Excellence.
5. Places and emphasis on good corporate citizenship, that is, demonstrates a willingness to work effectively with other and promote the ideals of St. Luke’s Hospital.
6. Active participation in unit, division, house-wide, state-wide and/or UnityPoint Health committees.
7. An active participant in special projects or programs within the unit and/or division.
8. Actively seeks to further their education through structured coursework, certifications and/or evidenced based projects or research.

Eligible Staff: The associate should be a front line staff member, working part-time (averaging 32 hours per pay-period) or full-time and worked in the ED or LifeGuard for a consecutive of 12 months.

Karma Smith Healthcare Pioneer Award – recognizes a St. Luke’s Associate who is instrumental in developing and/ or changing the delivery of healthcare at St. Luke’s Hospital. This award aims to honor a St. Luke’s associate who is constantly focused on improving the delivery of healthcare through innovative evidence-based models of care. This healthcare pioneer, like Karma Smith, RN is willing to change the status quo and is not afraid to propose and try new, innovative ideas

Eligible Staff: This Award is open to any St. Luke’s Associate who demonstrates Karma’s philosophy for care of the patient and family.

LaMorgese Award for Excellence in Neurological Nursing - recognizes an RN who contributes significantly to the care and treatment of neuroscience patients. The LaMorgese Award for Excellence in Neurological Nursing is intended to recognize excellent registered nurses who:

1. Places an emphasis on science and demonstrates an affection of sound principles based on scientific method and medical research.
2. Demonstrates human caring and compassion and demonstrates the ability and willingness to comfort and console patients in time of physical and emotional needs.
3. Places an emphasis on good corporate citizenship and demonstrates a willingness to work effectively with others and promote the ideals of St. Luke’s Hospital.

Eligible Staff: Registered Nurse

Nancy Lamb Skogsbergh & Edna Lamb Nursing (Clinical) Leadership Award - recognizes a Leadership Group/Director Level who embodies the spirit of servant leadership. The philosophy behind this award is to recognize a senior clinical leader, who embodies the spirit of servant leadership. This leader, like Nancy Skogsbergh, will exhibit undying commitment to St. Luke’s Mission, Vision and Values. The award seeks to give accolades to a leader who is an outstanding St. Luke’s ambassador in the community. This leader is constantly focused on patients and their families and makes all decisions accordingly. This leader will emphasize the mentoring of emerging leaders and will make this a priority. They will have mastery in three critical elements of nurse leaders:

1. Managing the business
2. Leading the people
3. The Leader Within – personal and professional accountability.

Eligible Staff: Nursing Managers and Directors

Outstanding New Graduate Award - is presented to a graduate of an RN or LPN program within the last year. The recipient demonstrates a genuine interest for patient needs, works well with others and offers assistance where needed. This nurse also shows a commitment to continued learning and demonstrates competence and leadership.

Eligible Staff: The associate's start date must be after January 1 of the year prior to the current year's nomination, example 2013 for 2014 awards (or an existing LPN who was recently promoted to RN within the last year).

Ron Mahany Award - nominees should exemplify St. Luke's FOCUS Values, which includes:

- **Foster Unity** - Enable great teams, collaborate across the organization, seek to understand and be open to diverse thoughts and perspectives.
 - **Own the Moment** - Connects with courtesy, compassion, empathy and respect to all individuals, enthusiastically engaged in work, accountable for individual actions and team performance.
 - **Champion of Excellence** - Committed to best outcomes and highest quality, a relentless focus on exceeding expectations, belief in sharing results, learning from mistakes and celebrating successes.
 - **Seize Opportunities** - Embraces and promotes innovation and transformation, creates partnerships that improve care delivery in communities, exhibits the courage to challenge the status quo.
1. Three (3) licensed St. Luke's associates working within St. Luke's PM&R Division who have contributed significantly to the care and treatment of rehabilitation patients. A licensed associate includes physical, occupational or speech therapist; nurse (LPN, RN, or BSN); social worker; physician and psychologist
 2. One (1) non-licensed St. Luke's associate working within St. Luke's PM&R Division who consistently provide support and assistance to patients, families and any members of the healthcare team. A non-licensed associate includes a patient care technician, therapy technician and clerical staff.

Eligible Staff: To be eligible for this award, the licensed and non-licensed associate must be employed within St. Luke's PM&R Division for a minimum of two consecutive years and at least in a part-time position. An individual may win more than once but not more than once every three years.

Smulekoff Family Award for Nursing Excellence - recognizes nurses who have demonstrated exceptional leadership skills and the ability to communicate in a positive and therapeutic manner with patients, families, and other staff. The candidate:

1. Demonstrates excellent nursing practice skills, functions as a patient advocate, shows flexibility in meeting unit needs and achieves certification and/or advanced education in a specialty area.
2. Participates in unit improvement activities, volunteers to participate on unit/hospital committee/projects, show commitment to ongoing clinical education, is a member of a professional nursing organization and is familiar with current literature and presents evidence-based practice options to the work group.
3. Possesses knowledge of and ability to delegate responsibility, functions as a resource and role model for other nurses, participates in leadership roles such as charge nurse, preceptor and represents their department positively to the organization.
4. Consistently communicates with patients/families and staff to create an exceptional patient experience and consistently utilizes Standards of Excellence in daily practice serving as a role model to others.

Eligible Staff: The full-time or part-time associate must have five consecutive years of employment at St. Luke's as a RN/LPN. Lead nurses are eligible but supervisors and managers are not eligible.

Social Worker Award - is presented to a social worker who exhibits excellence in the practice of Social Work. The philosophy behind this award is to recognize a social worker who exhibits a commitment to St. Luke's Mission, Vision and Values. The candidate:

1. Exhibits kindness, respect, compassion and dignity to the people he or she serves.
2. Is valued and respected by his or her coworkers and contributes to the department's, division's or hospital's goals.
3. Demonstrates leadership qualities and is considered a mentor for other social workers.
4. Consistently goes the extra mile for the patient, family and coworkers as well as advocating for the people he or she serves.
5. Is involved in community activities.
6. Actively participates on department/hospital committees or projects.

Eligible Staff: The full-time or part-time associate must have worked as a social worker for at least one consecutive year in a St. Luke's department. He or she is a graduate of an accredited Social Work education program with a BSW or MSW degree and is licensed in the State of Iowa (LBSW, LMSW or LISW).

Dr. Stephen & Peg Vanourny Award for Excellence in Obstetrical & Gynecological Nursing – recognizes a St. Luke’s nurse who contributes significantly to the care and treatment of obstetrical or gynecological patients. The candidate:

1. Places an emphasis on science, that is, demonstrates affection for sound principles based on scientific method and medical research.
2. Demonstrates human caring and compassion, that is, demonstrate the ability and willingness to comfort and console patients in time of physical and emotional need.
3. Places an emphasis on good corporate citizenship, that is, demonstrates a willingness to work effectively with others and promote the ideals of St. Luke’s Hospital.

Eligible Staff: Most typically this would be a nurse from Labor and Delivery, Post-Partum or Gynecology but could be an associate other than a nurse from another area if, in the view of the selection committee, the associate made a significant contribution to the care of obstetrical and gynecological patients. An individual may win more than once but not more than every three years.

St. Luke’s Departments Eligible for the Patient Care Excellence Award Program:

ELIGIBLE Departments:

- Albert G. and Helen Nassif Radiation Center
- Administration & Nursing Services
 - Nursing Support
 - Performance Improvement
 - Nursing Float Pools
 - Skin Care Services (IP & OP)
- Behavioral & Mental Health
 - 1 West
 - 2 East
 - 3 East
 - Behavioral Health Access Center
 - Chemical Dependency
 - Child Protection Center
 - Children’s Day Treatment
 - Eating Disorder Service
 - Employee Assistance
 - Family Counseling Center
 - Partial Hospitalization
 - Recreational Therapy
- Breast and Bone Health
- Cardiology Clinic
- Case Management
- Dental Health Center
- Emergency Department and LifeGuard
- Employee Health
- Imaging Services
- Inpatient Units
 - 3 West
 - 3 Center
 - 4 Center
 - 4 West
 - 5 Center
 - 6 Center
 - Ed & Joan Hemphill IP Hospice Unit
 - Intensive Care Unit
 - Medical Intensive Care Unit
- Infusion Center
- Laboratory/Pathology
- Medical Admissions Center
- Nassif Heart Center
 - Diagnostic Cardiology/Heart Holding
 - Cardiac /Pulmonary Rehab
 - Cardiovascular Lab
 - Electrocardiology (EKG)

- Electrophysiology Lab
- Interventional Vascular Lab
- Nassif Center for Women’s and Children’s Health
 - Birth Care Center
 - Neonatal Intensive Care Unit
 - Pediatrics
 - Pediatric Intensive Care Unit
- Helen G. Nassif Community Cancer Center
- Physical Medicine and Rehabilitation
 - 6 West
 - PMR Clinic
- Respiratory Care
- Surgical Services
 - Digestive Health Center
 - Operating Rooms
 - Post-Anesthesia
 - Surgicare
 - STAR
 - Pain Clinic
- Work Well Solutions

In-ELIGIBLE Departments:

- Abbe Center
- Jones Regional Medical Center
- Living Centers East and West
- Surgery Center Cedar Rapids
- UnityPoint Clinics, including Hospitalist Program
- UnityPoint Outpatient Hospice & Home Care