



MONTEFIORE NYACK HOSPITAL REWARDS & RECOGNITION PROGRAM

“In the arena of human life, the honors and rewards fall to those who show their good qualities in action.” -- Aristotle



WORKING TOGETHER

"Commit to work together in a courteous, respectful manner. I will demonstrate a positive spirit of service with all employees with whom I interact."

I will:

- Place team success above individual recognition.
- Be receptive to new ideas and approaches within my workplace.
- Offer assistance generously without hesitation.

EMPOWERMENT

"Be accountable, responsible, and self-directed in all aspects of my work at all times."

I will:

- See projects through to ensure completion.
- Problem solve with patients, family members, and other employees.
- Follow up to ensure a resolution.

COMMUNICATION

"Demonstrate positive communication in a clear, courteous and appropriate manner at all times."

I will:

- Answer the phone within three rings if possible and identify myself, my department, and ask, "How may I help you?"
- Use effective verbal and written communication to patients, families, visitors, using the principles of AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You)
- Use positive communication in my tone of voice, body language, and choice of words.
- Respond to e-mails in a courteous manner, with-in twenty-four hours.

APPEARANCE

"Dress in a manner that reflects a professional and positive image of the hospital at all times"

I will:

- Maintain a clean, neat, and professional appearance which adheres to the hospital dress code policy.
- Promote and adhere to Nyack Hospital's guidelines regarding a safe and clean work environment for employees, patients, families and visitors.

RESPONSIVENESS

"Demonstrate the ability to provide timely feedback and communication to patients, visitors, and coworkers."

I will:

- Respond to patient call lights and ask if I can assist. (No Pass Zone).
- Respond empathetically.
- Apologize for delays and concerns.

EXCELLENCE IN SERVICE

"Strive to 'do my best everyday' in exceeding customer expectations."

I will:

- Anticipate and address my patients', families and visitors needs.
- Avoid negativity and exhibit a "can-do" attitude.
- "Manage up" fellow employees, physicians, departments, and the organization, to increase patient confidence both internally and in the community.
- Exit elevators to accommodate our patients' first.
- Acknowledge people in the hallway by smiling and making eye contact.
- Help lost guests and new employees by escorting them to their destination.

To All Staff and Volunteers;

The hospital Rewards & Recognition Program provides different ways for staff to be recognized for performance and excellence, including: "Employee of the Quarter Recognition," "Wall of Excellence," and "Pins & Star Levels,".

Montefiore Nyack Hospital recognizes the importance of rewarding, retaining and developing employees who go above and beyond their daily responsibilities. This program has been developed to recognize both individual and team efforts and to encourage and empower everyone to work and utilize their talents to the fullest.

The criteria for recognition is demonstrating outstanding achievement in our **WE CARE Standards**, which are "Working Together," Empowerment," "Communication," "Appearance," "Responsiveness" and "Excellence in Service."

The goals of the Rewards and Recognition Program are to ensure that each and every patient receives safe and compassionate care in a patient-centered service culture. Additionally, that each of us takes pride in our work and feels valued for our part in creating comfort, hope and healing for our patients and families.

We thank all of you as participants; and we welcome your continued support.



Mark E. Geller, M.D.
President & CEO



Jennifer Rivera
Associate Vice President, Human Resources



Norma Mateo-Liatsis
Senior HR Coordinator and
Rewards & Recognition Ambassador



“Never underestimate the power of one individual. While you recognize that you are part of a team and that you can’t do everything yourself, you also know that you have an essential role to play. And it’s all these roles coming together that make magic happen.”

Author Unknown

**MONTEFIORE NYACK HOSPITAL
REWARDS AND RECOGNITION PROGRAM**

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THE PURPOSE OF OUR RECOGNITION PROGRAM

This program encourages participation by all staff and volunteers, and has been created to recognize and motivate excellent performance in our organization.

Why focus on employee recognition?

Employee recognition is the number one factor when motivating employees in the workplace. Organizations that give regular thanks to their staff far outperform those who don't.

For our Employees, it:

- Promotes efficiency
- Creates a positive recognition experience
- Generates positive feedback
- Fosters positive attitudes and long term commitment

"A person who feels appreciated will always do more than what is expected."

What are the overall benefits of the program?

- Heightens awareness of a positive work environment
- Creates pride
- Involves all staff and volunteers
- Fosters open communication of appreciation

For our Managers, it:

- Increases productivity and improves attitudes of employees
- Develops a partnership with the workforce
- Produces return on employee investment
- Builds loyalty and commitment to our Mission, Vision and Values
- Empowers the workforce by increasing retention

THE RECOGNITION PRINCIPLES

- For any reward system to have an impact on performance, it must be part of a positive and rewarding work environment and culture.
- Appreciate team members who get involved and help to make important day to day decisions affecting the positive health and welfare of our patients and families.
- When employees feel important and appreciated, they are likely to go **above and beyond** - - which is the purpose of this program!
- It is important to nurture employee loyalty.
- It empowers enthusiastic, caring, creative and committed staff who continually exceed customer service standards.

~

Employee morale is a crucial element of any operation. With low morale, nearly every aspect of an employee's contributions will suffer. High morale, on the other hand, tends to inspire greater productivity, creativity and overall satisfaction. Showing appreciation for an employee's valuable contribution is a great way to boost morale.

Written, personal acknowledgement for extraordinary, positive displays of our **WE CARE Standards** can be written at any time.

Wondering how to pay the perfect compliment to a staff member?

Thank You Notes - - a handwritten note is a quick and easy way to say you noticed. Make it a goal to write one every day!

Here are some simple yet sincere recognition lead-ins to consider:

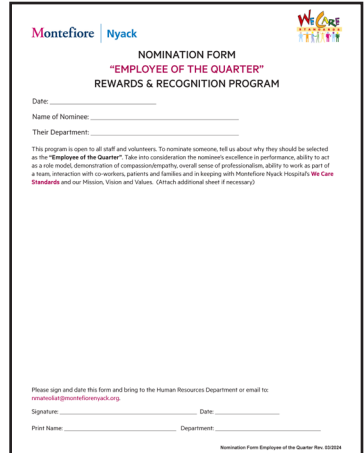
"I value...", "I appreciate...", "Thank you for...", "You made a difference...", "Team player...", "Extra mile...", "Your dedication...", "You rose to the occasion..."

EMPLOYEE OF THE QUARTER

Eligibility: All Staff and Volunteers

In-person recognition at the Board of Trustees meeting. The winner will be selected from nominations received that reflect the nominee's excellence in performance, ability to act as a role model, demonstration of compassion, overall sense of professionalism, ability to work as part of a team, interaction with co-workers, patients, families and in keeping with our **WE CARE Standards** and our Mission, Vision and Values.

Recognition with a gift valued at \$150 and use of the Employee of the Quarter parking space in the Doctor's Parking Lot until the next quarter winner is awarded.



The form is titled "NOMINATION FORM 'EMPLOYEE OF THE QUARTER' REWARDS & RECOGNITION PROGRAM". It includes fields for Date, Name of Nominee, and Their Department. A paragraph explains the program's purpose: to recognize staff and volunteers for excellence in performance, role modeling, compassion, professionalism, teamwork, and interaction with others, aligned with the hospital's WE CARE Standards and Mission, Vision, and Values. It asks the nominator to provide a brief description of the nominee's achievements. At the bottom, there are lines for the nominator's Signature, Date, Print Name, and Department. A footer note says "Please sign and date this form and bring to the Human Resources Department or email to: rewards@montefiorenyack.org".

WALL OF EXCELLENCE

Eligibility: All Staff and Volunteers

If an employee collects all seven pins, within a calendar year, they will be named to the esteemed "Wall of Excellence" recognition board located in the hallway leading to the hospital cafeteria, where their name and photo are prominently displayed. In addition, a Wall of Excellence Certificate, suitable for framing, will be given to the employee.



PINS

Eligibility: All Staff and Volunteers

This program will reward and recognize Montefiore Nyack Hospital employees who demonstrate a commitment to excellence and the goals of a patient-centered service culture. The program seeks out, acknowledges and shows appreciation for positive accomplishments and behaviors of employees in support of the Montefiore Nyack Hospital **WE CARE**

Standards.

The “On-the-Spot” award provides opportunities for all staff and volunteers to recognize and reward employees for exceptional accomplishments and demonstrated behaviors that are aligned to the mission, vision and values of Montefiore Nyack Hospital. The goal is to recognize employees who go above and beyond by demonstrating the following outstanding behaviors:

- Exhibits outstanding collaborative teamwork.
- Displays exceptional motivation, innovation, creativity and perseverance.
- Provides superior customer service.
- Adds to the improvement of quality, efficiency, safety and productivity.
- Generates cost-saving suggestions and operational improvements.
- Enhances technical accomplishment, breakthrough or discovery.
- Demonstrates standards of excellence in the workplace/community.
- Exhibits exemplary performance in response to an important organizational need.
- Performs other duties outside employee’s own expected job requirements.

The recognition is a lapel/lanyard pin representing the specific behavior displayed:

Working Together,
Empowerment,
Communication,
Appearance,
Responsiveness,
Excellence in Service

Working Together

Teamwork

I will:

- Place team success above individual recognition.
- Be receptive to new ideas and approaches within my workplace.
- Offer assistance generously without hesitation.

Commit to work together in a courteous and respectful manner.



Demonstrate a positive spirit of service with all whom I interact.

Empowerment

Commitment to Excellence

I will:

- See projects through to ensure completion.
- Follow up to ensure a resolution.
- Ask “What matters to you?”

Be accountable, responsible and self-directed in all aspects of my work. at all times.



Communication

Star Performer

I will:

- Answer the phone within 3 rings, if possible, and identify myself, my department and ask “How may I help you?”
- Use effective verbal and written communication to patients, families and visitors using the principle of AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You)
- Use positive communication in my tone of voice, body language and choice of words.
- Respond to e-mails in a courteous manner and within twenty-four hours.

Demonstrate positive communication in a clear, courteous and appropriate manner at all times.



Appearance

Great Job

I will:

- Maintain a clean, neat and professional appearance which adheres to the hospital dress code policy.
- Promote and adhere to Montefiore Nyack Hospital guideline regarding a safe and clean work environment for patients, families, visitors and employees.

Dress in a manner that reflects a professional and positive image of the hospital at all times.



Responsiveness

Service Star

I will:

- Respond to patient call lights and ask if I can assist (No Pass Zone).
- Respond empathetically.
- Apologize for delays and concerns.

Demonstrate the ability to provide timely feedback and communication to patients, visitors and co-workers.



Excellence in Service

You Make A Difference or Reach for Success

I will:

- Anticipate and address my patient's, family's and visitor's needs.
- Avoid negativity and exhibit a "can-do" attitude.
- "Manage up" fellow employees, physicians, departments and the organization to increase patient confidence both internally and in the community.
- Exit elevators to accommodate our patients first.
- Acknowledge people in the hallway by smiling and making eye contact.
- Help lost guests and new employees by escorting them to their destination.

Strive to do my best everyday in exceeding customer expectations.



"I learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel".
Maya Angelou



STAR LEVELS

Eligibility: All Staff and Volunteers

This reward is meant to encourage communication, collaboration and teamwork among all staff and departments. It is used to recognize staff contributions that are **beyond the scope of the regular day-to-day activities and assignments**. The reward could be for anyone who uses initiative and creativity to solve a challenging problem and for **going above and beyond** to improve the patient experience while demonstrating the principles of our **WE CARE Standards**.


There are four (4) reward levels of recognition:

- Level 1: A coupon for 20% off any single item in the Gift Shop at Montefiore Nyack Hospital.
- Level 2: \$20 Dunkin Donuts gift card.
- Level 3: A \$35.00 gift card to the Montefiore Nyack Hospital Café.
- Level 4: Montefiore Nyack Hospital logo wear randomly awarded and redeemable in the Human Resources Office.

Submit completed forms to Norma Mateo-Liatsis, SHRM-CP, Senior HR Coordinator, Rewards & Recognition Ambassador.

Questions? Email: nmateoliat@montefiorennyack.org or call 845-348-2155.

Montefiore | Nyack



ON-THE-SPOT AWARD FORM
REWARDS & RECOGNITION PROGRAM

Date: _____ Name: _____
Title: _____ Dept: _____

PIN Please select **ONE** pin. Refer to page 5 & 6 of brochure.
☐ **W**orking Together (Teamwork) ☐ **C**ommunication (Star Performer)
☐ **E**mpowerment (Commitment to Excellence) ☐ **A**ppearance (Great Job)
☐ **R**esponsiveness (Service Star)
☐ **E**xcellence in Service
☐ **You Make A Difference** or ☐ **Reach for Success**

Please describe below the specific behavior demonstrated by the employee that contributed to a patient-centered service culture (use back of form for additional space).

STAR LEVEL Please select **ONE** level. Refer to page 7 of the brochure.
☐ **Level 1** ☐ **Level 2** ☐ **Level 3** ☐ **Level 4**
Please describe the exceptional accomplishment of the employee and attach any supporting documentation (use back of form for additional space).

.....
Nominated by: _____
For Name: _____ Given: _____
Please sign and date this form and bring to the HR or email to: rewards@montefiorennyack.org.

FOR HR USE ONLY
Approved by: _____ Date: _____

On The Spot Award Form Rev. 11/2023

LEVEL 4 LOGOWEAR



Beanie Hat



Baseball Cap



Polo



Fleece Vest



Hooded Sweatshirt



Lightweight Jacket

Hospital Mission, Vision and Values

Our Mission

The mission of Montefiore Nyack Hospital is to provide competent, innovative and accessible emergency and acute care services for the residents of Rockland County. We are caring people operating an extraordinary community Hospital.

Our Vision

In its second century of service, Montefiore Nyack Hospital will set the pace for sophisticated care in Rockland County. Getting better means all of us will be responsible for taking great care of our patients, each other and our Hospital.

Our Values

Montefiore Nyack Hospital's values closely support its mission. They represent guiding principles that are not independent criteria, but rather, are an integral part of every task or interaction.

- **Safety:** Safety means doing no harm to any person or property under our care. Safety is the absolute highest priority at Montefiore Nyack Hospital.
- **Competence:** Competence means being highly skilled and expert at what we do.
- **Courtesy:** Courtesy means treating patients or any Hospital visitor in the same upbeat, professional way we would want to be treated ourselves.
- **Efficiency:** Efficiency means making the most of the Hospital's resources by offering relevant services, correctly charging for them and not wasting supplies.
- **Integrity:** Integrity means following through on our commitments and complying with the Hospital's Code of Conduct without exception.

Thank you for Making a Difference

"I was very happy with the care provided to me at Montefiore Nyack Hospital. From the security and registration check-in to the nurses, staff and doctors providing medical care, everyone I encountered was professional, knowledgeable and friendly throughout my stay. I was very happy to receive excellent medical care in Rockland, without having to go to a NYC facility."

"The staff here is like a breath of fresh air. They are all so kind, from the front desk to the nurses to the doctors. I'm looking forward to my next appointment and not dreading dealing with rude people like in other facilities. Please keep up your hard work! We do appreciate it and it doesn't go unnoticed!"

"My father was seen in the ED and was admitted. The ED and the fourth floor treated my father extremely well. The nurses were fantastic and treated my father with warmth and excellent care. Everything was explained clearly, and we weren't rushed when we had questions. I highly recommend this hospital."

"The hospital staff, even the valet parking attendants were friendly, helpful and readily available. The hospital looked clean and welcoming. We were able to find where to go easily, with help from employees along the way. Very positive experience."

Montefiore Nyack Hospital
Human Resources
160 North Midland Avenue
Nyack, NY 10960
(845) 348-2155
montefiorenyack.org

HC-002 Rev. 03/2024

ON-THE-SPOT AWARD FORM REWARDS & RECOGNITION PROGRAM

Date: _____

Name: _____

Title: _____

Dept: _____

PIN Please select **ONE** pin. Refer to page 5 & 6 of brochure.

☐ **W**orking Together (*Teamwork*)

☐ **C**ommunication (*Star Performer*)

☐ **E**mpowerment (*Commitment to Excellence*)

☐ **A**ppearance (*Great Job*)

☐ **R**esponsiveness (*Service Star*)

☐ **E**xcellence in Service:

☐ *You Make A Difference* or ☐ *Reach for Success*

Please describe below the specific behavior demonstrated by the employee that contributed to a patient-centered service culture (use back of form for additional space).

STAR LEVEL Please select **ONE** level. Refer to page 7 of the brochure.

☐ **Level 1**

☐ **Level 2**

☐ **Level 3**

☐ **Level 4**

Please describe the exceptional accomplishment of the employee and attach any supporting documentation (use back of form for additional space).

.....
Nominated by: _____

Print Name

Signature

Date

Please sign and date this form and bring to the HR or email to: nmateoliat@montefiorenyack.org.

FOR HR USE ONLY

Approved by: _____ Date: _____

NOMINATION FORM
“EMPLOYEE OF THE QUARTER”
REWARDS & RECOGNITION PROGRAM

Date: _____

Name of Nominee: _____

Their Department: _____

This program is open to all staff and volunteers. To nominate someone, tell us about why they should be selected as the **“Employee of the Quarter”**. Take into consideration the nominee’s excellence in performance, ability to act as a role model, demonstration of compassion/empathy, overall sense of professionalism, ability to work as part of a team, interaction with co-workers, patients and families and in keeping with Montefiore Nyack Hospital’s **We Care Standards** and our Mission, Vision and Values. (Attach additional sheet if necessary)

Please sign and date this form and bring to the Human Resources Department or email to:
nmateoliat@montefiorennyack.org.

Signature: _____ Date: _____

Print Name: _____ Department: _____