

Copley Memorial Hospital

Policy and Procedure

TITLE: HERO Recognition Program

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Purpose

To provide guidelines for the HERO (Hospital Employees Reaching Out) program.

Policy

The HERO program is a rewards and recognition program, linked to the RCMC Promise, that patients may use to recognize outstanding employees they encounter during their stay at RCMC. Patients will complete HERO cards to show their appreciation to deserving staff members.

Procedure

- A. HERO recognition cards will be distributed on the patient food trays two times per week and one weekend day per month. Cards will also be distributed in all outpatient areas either at registration or discharge.
- B. HERO card forms are available in both English and Spanish and are obtained from the PMM requisitioning process. These are charged to Administration.
- C. As nursing staff clear trays from patient rooms, they should scan for completed cards, collect them and give them to the unit manager. Cards returned to Dietary will be redirected to Human Resources.
- D. Patient Services medical interpreters will distribute HERO cards in Spanish to patients who they visit.
- E. Managers and other staff may also carry HERO cards to distribute to patients when rounding, as appropriate. No one should "solicit" HERO recognition for themselves from patients nor write their own name on any card.

- F. Completed cards should be returned to the unit manager, any RCMC employee, or mailed back to RCMC. Mailed cards will be directed to Human Resources for distribution to the appropriate unit. Staff should forward all cards they receive to their manager.
- G. Cards should be collected on a monthly basis and sent to Human Resources, by the last Monday of each month. **Managers must ensure that the employee's full name is clearly indicated on any HERO card.**
- H. Any manager that has a drop box that is not in good working order should notify Human Resources so that a new one can be ordered.
- I. Each Unit/Department manager will be responsible for sharing the recognition with employees on the HERO card. The manager will complete a HERO coupon to be given to the employee being recognized.
- J. Managers must put the employee name, date and sign the coupon. Only managers or directors may authorize these awards, and pick them up from HR.
- K. The HERO coupon will be good for \$1 off a cafeteria or gift shop purchase. After redeeming a coupon, these are kept by Food Service or the Gift Shop and returned to Human Resources for auditing. HERO coupon charges are covered by Administration.
- L. After distributing the HERO coupon, managers should forward the HERO card to the Human Resources department.
- M. Each month a drawing will be conducted at the Employee Advisory Council meeting, and five employees who have been recognized during the month will be chosen to receive three (3) Promise Dollars. These winners will also be recognized in the Insider
- N. The redeemed HERO \$1 Coupons must be returned to Human Resources by Food Service and the Gift Shop monthly. Coupons will be audited for authenticity. Any misuse of these rewards will be cause for disciplinary action.

O. HERO cards received for non-employees will be given to the appropriate manager overseeing these individuals by Human Resources.