



NOMINATION FORM

“Heart & Soul” is a recognition program designed to identify and recognize employees who contribute to a culture of excellence at one of the CAMC Health System companies.

If you have experienced exceptional service or had an outstanding experience from an employee or physician, we encourage you to complete a nomination form. All employees who are nominated are recognized.

Employee Name(s): _____

Employee(s) Department: _____

Date/timeframe of the event: _____

Select the criteria applicable to this nomination (must select at least one; select as many as apply):

- Work leading to an outstanding experience for patients or customers.
- Actions that exemplify our **Mission:** *Striving to provide the best health care to every patient, every day.*
- Actions that exemplify our **Vision:** Best place to receive patient-centered care; best place to work; best place to practice medicine; best place to learn; best place to refer patients.
- Actions that exemplify our **Core Values:** Quality; Service with Compassion; Respect; Integrity; Stewardship; Safety.
- Achieving excellence in patient satisfaction, employee satisfaction, physician satisfaction, patient safety, quality, or financial health.
- Service delivery utilizing the principles of *Service Plus* by maintaining or enhancing self-esteem; listening and responding with empathy, and involving the customer. Take the HEAT (H-hear them out; E-empathize; A-apologize; and T-take responsibility).

Your Name and Contact Information:

Name: _____

Phone: (____) _____

E-mail: _____

Provide a *detailed* description of the reason for the nomination, giving specific details as to why you think this individual/group should be recognized.

