



Charleston Area
Medical Center

NOMINATION FORM

The **Heart & Soul Award** is a distinguished employee recognition program designed to identify and recognize members of our workforce whose contributions lead to compassionate, respectful, and skillful experiences for our patients and customers; whose actions exemplify our mission, vision, and core values; and whose work helps us achieve excellence in employee satisfaction, physician satisfaction, patient safety, quality, and/or financial health.

If you have experienced exceptional service or had an outstanding experience 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):

- Actions exemplifying our **Mission**: *Striving to provide the best health care to every patient, every day.*
- Actions exemplifying 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 exemplifying our **Core Values**: Quality; Service with Compassion; Respect; Integrity; Stewardship; Safety.
- An outstanding experience for a patient, their family, or a customer not typically related to the employee's normal duties and responsibilities.
- Service delivery using the principles of Service Excellence and providing a compassionate, respectful, and skillful experience.
- An act of kindness or charity that promotes the well-being and/or improves the life/lives of someone in our community.
- Work, including volunteering, with an initiative, program, or cause which creates social reform, welfare, relief, or provides aid benefiting more than one individual.
- Actions of bravery, courage, or selflessness benefiting an employee, patient, or member of the community.
- Constant reliable performance related to assigned duties and responsibilities (i.e.) taking initiative and helping where/when needed without being prompted.
- Inspires others through actions and behaviors to do good, perform with excellence, meet outcomes, and achieve goals – a ripple effect.
- Consistently provides high quality results or service to internal and/or external customers.

