



- Administrative
- Departmental

SUBMITTED BY: _____ Christine Stiltner-Angulo Title: Entity Events Coordinator	APPROVED BY: _____ Evidence-Based Clinical Practice Council Responsible Department: Administration
APPROVED BY: _____ Nancy Pobiones Title: AVP, Professional Services	APPROVED BY: _____ Lincoln Mendez Title: Chief Executive Officer
Creation Date: 04/09 Review Date: _____ Revision Date: 03/16	

THIS PROCEDURE SUPPORTS THIS POLICY:
SMH-900 South Miami Hospital Administrative Policy

PROCEDURE TITLE:
Leader of the Quarter/Year Recognition Program

PROCEDURE STATEMENT:
Leadership Award is a program to recognize supervisors, managers and directors who demonstrate excellence in leadership throughout the calendar year.

The Leader of the Quarter Committee will meet quarterly to select a Leader of the Quarter who represents Service Excellence for each quarter of the calendar year. The Leader of the Quarter Committee will be made up of previous year's leader of the quarter award. The Leader Selection Committee members cannot nominate an employee for Leadership Award.

RESPONSIBLE DEPARTMENT / PERSONNEL: (Optional)
South Miami Hospital's Leader Selection Committee.

AUTHORITY / ENFORCEMENT: (Optional)
Evidence-Based Clinical Practice Council and Leadership.

DEFINITIONS: (Optional)

PROCEDURES FOR IMPLEMENTATION (INCLUDING FORMS / SYSTEMS):

1. Qualifications: Each candidate must have:

All references to Policies must go to the BHSF Master Copy on the BHSF Intranet; do not rely on other versions / copies of the Policy.

- a. A written nomination that includes examples of at least two of the six defined competencies on why this leader would be an excellent model for Service Excellence.
 - b. Direct reports or direct people responsibility.
 - c. Approval of nomination from the department director or vice president.
 - d. Two years of service in a leadership position.
2. Other Criteria Considered:
- a. The nominee has not been a Leader of the Quarter in the last two years.
 - b. Vice presidents are not eligible for consideration.
 - c. Each Leader of the Quarter is eligible to become the Leader of the Year.
3. Procedures:
- a. Nominations will be made by South Miami Hospital employees on a standardized form available on line via www.smhrewards.net.
 - b. The Leader of the Quarter Award will be presented to one individual every quarter by the Chief Executive Officer (CEO), Chief Nursing Officer (CNO) or Vice President.
 - c. The Leader of the Year award will be presented to one individual annually by the CEO, Chief Nursing Officer (CNO) or Vice President at the end of the year.
 - d. The following process will be used to determine the recipient of the Leader of the Quarter Award:
 - i. Nomination forms will be submitted to the Entity Events Manager via the www.smhrewards.net website. The Entity Events Manager will present the nomination to the Leader of the Quarter Committee for approval.
 - ii. The Entity Events Manager will confirm with the nominees' direct report that the nominees are in good standing and are excelling in the business metrics part of the evaluation, which can include but are not limited to patient satisfaction, physician satisfaction, employee satisfaction, fiscal responsibility, community benefit and clinical process excellence.
 - iii. All nominations will be reviewed by the Leader of the Quarter Committee.
 - iv. The Entity Events Manager will notify the winners' leader, the CEO, and the Marketing Department.
 - e. The following process will be used to determine the Leader of the Year:
 - i. The Entity Events Manager will confirm with the nominees' leader that the nominee is still in good standing and continues to excel in the business metrics part of the evaluation which can include but are not limited to patient satisfaction, physician satisfaction, employee satisfaction, fiscal responsibility, community benefit and clinical process excellence.
 - ii. SMH Leadership will select the Leader of Year from the quarterly winners based on the established criteria via email voting process.
4. Leader of the Quarter Incentives:
- a. The CEO, CNO or vice president will present the new Leader of the Quarter with the following:
 - i. A letter stating that the employee will receive a \$100 bonus on his or her next paycheck.
 - ii. A leadership keychain & pen.
 - iii. A certificate signed by the CEO in a plaque.
 - iv. Picture posted on wall near cafeteria.
 - v. The individual will receive a 90-day parking pass, which gives the employee access to leader of the quarter parking spot.
 - b. The CEO, CNO or vice president will present the new Leader of the Year with the following:

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- i. Letter stating that the employee will receive a \$500 bonus on his or her next paycheck.
 - ii. Leader of the Year Award
 - iii. Assigned leader of the year parking spot for the year.
5. The Leaders of the Quarter and/or the Leader of the Year may be called upon to represent South Miami Hospital at various functions throughout the year.

RENEWAL / REVIEW:

All procedures will be reviewed periodically and on an as needed basis.

SUPPORTING/REFERENCE DOCUMENTATION:

N/A

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

The Leader of the Quarter nomination forms can be found at www.smhrewards.net