

## Spirit of Diamond

### 2019 Excellence and Accountability Recognition Awards

**Goal:** To recognize people who demonstrate the values of Diamond in a consistent and productive manner, and who embody the “Spirit of Diamond” in a way that motivates and challenges others to do their best.

**Categories of Recognition:** Excellence and Accountability in:

- Quality Care
- Ethical Conduct
- Financial Stewardship

**Eligibility:** Any employee or hospital client may nominate a Diamond Healthcare Corporation employee, team or non-Diamond employee who works in a Diamond program to receive recognition. Employees cannot self-nominate. Patients can not directly nominate individuals, but a supervisor can pull information from a patient satisfaction survey, letters or cards received from patients or patients’ families and nominate.

**Criteria:**

- Accepts responsibilities and performs duties above and beyond what is normally expected  
*‘Above and beyond’ is more than doing one’s job. We are expected to do our job every day to the best of our ability. ‘Above and beyond’ refers to a level of performance, or contribution, that registers with everyone involved as a “Wow!” moment. It is an outstanding, significantly higher than expectations, effort and outcome.*
- Exhibits a high degree of professionalism
- Positive influence on the workgroup
- Presents in a client facing manner
- Promotes positive morale through a congenial, supportive attitude and by providing service to others
- Must not have achieved a “below expectations” rating in their annual review and/or be on a performance improvement plan

**Timeline:** Nominations will be accepted through January 31, 2020 with the demonstrated action taking place in calendar year 2019.

**Nominations:** The Spirit of Diamond Excellence and Accountability Nomination Form can be found online at [www.diamondhealth.com/Employees](http://www.diamondhealth.com/Employees) and also on Diamond’s Ultipro site. Nominators have the option to fill-out an online nomination form or download the form and email it to [nominations@diamondhealth.com](mailto:nominations@diamondhealth.com) or fax to 804-782-2286. Please note: In the section called *Description of Accomplishment*, nominees can attach forms used for nominations to their local hospital/program recognition form for consideration.

**Awards:** The Committee will review all nominations and select up to three recipients within each category to be honored. Those recipients will all receive a Diamond crystal. Of those recipients, a finalist in each category will be announced and each will receive a \$1,500 travel voucher and a congratulatory ad in their local paper. The remaining two recipients in each group will receive a \$500 travel voucher. Teams making it into the finals will receive special recognition at their location (details may vary per site).

**Questions:** Please email all questions to [nominations@diamondhealth.com](mailto:nominations@diamondhealth.com).

**Exclusions:** *Vice Presidents and above, and members of the selection committee are excluded from receiving these awards. The selection committee serves one year and is replaced in rotation by the individuals receiving the awards. Committee members may submit nominations.*