

Inspire Program Overview

Inspire is a program developed by Virginia Mason Memorial to recognize, encourage, and reinforce positive actions and behaviors within the work environment.

About

Inspire is a program developed by Virginia Mason Memorial to recognize, encourage, and reinforce positive actions and behaviors within the work environment. Inspire exists to create a more cohesive and positive working environment. We want to promote a culture where informal and formal recognition is a recognized practice of our culture across Virginia Mason Memorial.

The Power of a Simple, "Thank You"

The power of a simple thank you cannot be underestimated. Appreciation produces higher levels of enthusiasm and satisfaction, resulting in a happier work environment and highly motivated staff members. Happier workers tend to apply greater effort in their work which leads to better results. Expressing thanks for a job well done, positively acknowledging an act, or even recognizing a daily task will make a person feel their work is valued and that they are respected. The resulting sense of appreciation strengthens the person's feeling of belonging and creates trust, a key element of a great place to work.

A simple thank you will strengthen your relationships and reinforce your bond with staff members.

A Simple recipe for recognition

- Thank the employee by name
- State what the employee did to earn the recognition
- Explain how you felt about the employee's behavior
- State how the behavior added value to Virginia Mason Memorial
- Thank the employee again by name

Rewards

Did you go above and beyond? Your manager may have thought you did... that's why you received an Inspire Reward. These rewards are to be given out at your manager's discretion, whenever they feel someone on your team has gone above and beyond and is deserving of a reward!

Inspire Bucks & Inspire Catalog

As a part of the Inspire Rewards and Recognition program we have developed an *internal currency program. Inspire Bucks are now our single form of internal currency that can be used at the Memorial Café, Into the Brew, Or at the Memorial Gift Shop (valid for use on Inspire Products ONLY).

*The internal currency program are vouchers that are considered gifts from Virginia Mason Memorial. These vouchers are a part of our Inspire Rewards and Recognition program and may not be redeemed for cash.

Because a substantial number of staff members work at locations other than the main hospital campus, we are working to provide more reward choices. We currently offer Tom-Tom Espresso vouchers, stay tuned, more options coming soon!

Other Organizational Awards

Opportunities are being developed and will be available for staff to earn as time progresses.

Remember, you can always develop your own award opportunities within your department to become a part of your internal rewards and recognition!

If you have ideas for organizational awards, not listed here, please email [Lindsey Catton](#) or call at (509) 575-8096.

Recognition

Healthcare Hero

HealthCare Hero is Virginia Mason Memorial's grass roots reward & recognition program. Any Virginia Mason Memorial staff or volunteer can be nominated. Nominations are voted on by members of the My Impact committee and up to 10 awardees are selected for recognition each month.

Awardees receive a HealthCare Hero t-shirt, and have their picture taken for the HealthCare Hero recognition board at brief congratulatory celebration in their department. The time of the celebration is scheduled with the manager.

Do you know a Healthcare Hero?

To nominate a colleague as a HealthCare Hero [visit the intranet >>*](#).

*Please note this link will only work if you are signed into Memorial's network on site.

Super Hero

Employees who receive HealthCare Hero recognition are automatically entered into the Super Hero Award. The HealthCare hero nomination is forwarded to the Super Hero committee who reviews each nomination for above and beyond behaviors. Super Heroes are recognized at a semi-annual Super Hero breakfast. Super Hero's receive, breakfast with the senior leadership team, their manager and an invited guest and Inspire dollars to be utilized for gifts from the Inspire Catalog.

Role Model Behavior Award

Managers nominate staff to receive the Employee Role Model Behavior Award. This award recognizes those staff whose overall performance during the past year scored in the Role Model Results and Behaviors (3/3) box of their Performance Evaluation. Awarded employees receive a recognition certificate, presented by the CEO and Inspire dollars to be utilized for gifts from the Inspire Catalog.

Strategic Alignment Goal Achievement Award

Managers nominate staff to receive the Strategic Alignment Goal Achievement Award. This award recognizes those staff who succeeded in achieving a strategic alignment goal within the past year. Awarded employees receive a recognition certificate, presented by the CEO, and Inspire dollars to be utilized for choice of gift from the Inspire Cat log.

*Role Model Behavior and Strategic Alignment Goal Achievement Awards are presented at the Virginia Mason Memorial Rewards BBQ.

Other Award opportunities may be available as time progresses. Also keep in mind, as the manager of a department, you're fully capable of creating your own awards and recognition!

Contact

Recognizing your co-workers is an essential element in creating a happy and healthy work environment. Because Memorial is striving to create a healthy work environment, we have an on-site Inspire Coach to guide you in properly and efficiently rewarding your staff.

If you'd like additional advice on how to inspire people to thrive or how you can best set an example as a manager when administering rewards and recognition, please email [Lindsey Catton](mailto:Lindsey.Catton@va-memorial.org) or call at (509) 575-8096.

Resources

Other rewards and recognition opportunities are being developed and will be available for staff to earn as time progresses. Remember, you can always develop your own award opportunities within your department to become a part of your internal rewards

and recognition! *We've even provided you with a survey* to determine how your employees can feel appreciated.