**I – 6 Customer-Focused Physician/Provider**

Name of Nominee:

Name of Organization:

Nominated By:

Approved by Service Excellence Council? □ Yes

A. Provide a brief snapshot of “why” this individual is being nominated.

*How does this physician’s/provider’s daily behavior give evidence of an exceptional focus on the needs of his/her patients?* *What unique “people-skills” does this provider possess? In what special ways does he/she connect with patients at a remarkable depth? Anecdotal information in support of your nominee is most welcome.*

B. How has this nominee made a difference?

*What’s the game-changing difference about this physician/provider? How has this person’s patient-focused behavior been a role-model for all who work with him/her? How has this strengthened organization morale?*

C. How and what impact has this physician/provider had on patient/customer satisfaction?

*Have you any quotes from patients and family members about this unique physician/provider? Care to share? How has his/her client-focus set a better example for clinicians and non-clinicians alike? What behaviors toward improved patient satisfaction have others learned from observing this physician/provider? What else can you think of to tell us more about this person?*

D. How and what impact does this physician/provider have in improving employee morale and the culture of the organization?

*Sometimes the place just seems better when this person is around. You do better work. You go home at shift’s end proud of what you’ve accomplished as a team. Can you write down some specific examples of how this person has that kind of positive effect on the life of the organization?*

E. What impact has this physician/provider had on improving the community’s perception of the organization?

*Please provide specific details.*

F. Which behaviors distinguish the nominee from other physicians/providers?

*Give details of how this individual’s focus on patients has provided inspiration for all associates to go “above and beyond.”*

**This nomination, with supporting documentation (if applicable), should be sent via email to** [info@hcsecawards.com](mailto:info@hcsecawards.com) **once approved by the Service Excellence Council.**