**O – 16 Hospital Provider of Choice**

Nominate Your Facility:

Nominated By:

Approved by Service Excellence Council? □ Yes

A. Provide a brief snapshot of “why” you are nominating your facility.

*Here’s an opportunity to brag about your hospital and what you’ve accomplished. Supporting evidence for your claim would reside in some survey scores, quotes from community-members and patients, newspaper articles, and whatever else you care to provide.*

B. How has the hospital made a difference?

*What’s changed from a year or more ago? How are things better? How has the change affected the community you serve? Why do you feel you are now the Provider of Choice in your market area? How have you marked the change? Who feels the difference most directly? Who is benefiting from this difference?*

C. What’s changed regarding patient/customer satisfaction at your hospital?

*Define your accomplishments. Give examples of what you’ve achieved. Don’t be afraid to toot your own horn. Quotes from your community and from healthcare professionals of all kinds are helpful.*

D. How and what impact did the facility have on improving employee morale and the culture of their environment?

*How has morale changed? In what ways is the culture different, healthier now, than before we began this Service Excellence Initiative™? Be as specific as you can.*

E. What impact has Service Excellence had on improving the community’s perception of your hospital?

*Tell us the ripple effect of your good work in the community. What’s the local buzz about your facility now?*

F. If the facility is experiencing improved productivity, and/or income, or in reducing expenses and/or staff turnover, please give evidence of these benefits. Numbers? Percentiles?

*Show the before and after components, with time comparisons (i.e. June to June this year.)*

1. What hospital-wide cultural behaviors distinguish this healthcare facility from others?

*Tell us why your place is like no other! Tell us why it’s the Provider of Choice and the Employer of Choice in your market!*

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