

St. Luke's Healer's Heart Nomination Criteria

St. Luke's Healer's Heart Award for...

Compassion: Care with listening, empathy and love; accompanying and comforting those in need of healing.

This award recognizes an individual who demonstrates an exceptional sense of compassion as demonstrated by person-centered care, healing environment, and justice. An individual worthy of the Compassion award would consistently consider all decisions based on the long-term best interest of all involved: patients, colleagues, and fellow caregivers; is dedicated to providing quality care that is safe, personalized, and delivered in collaboration with the entire care team; is sensitive to the needs of others, demonstrating empathy, deep understanding, forgiveness, and healing; and consistently advocates for those in our community and within our workplace who are disadvantaged or deprived of access to health care. Some examples may include:

- Is involved in missionary work in the United States or around the world, delivering health care to those who have little to no access.
- Engages in outreach activities to the underserved or uninsured through CHI Memorial or outside partners such as Project Access, YMCA, or others.
- Serves on the Ethics Committee, provides ethics consults, or leads the care team in discussions regarding complex care decisions.
- Seeks deep understanding of the feelings and perspectives of others assuring that such compassion informs relationships and creates trust.

Inclusion: Celebration of each person's gifts and voice, respect for the dignity of all.

This award recognizes extraordinary contributions through leadership and service as demonstrated through hospitality and a welcoming spirit. Through **Inclusion**, we demonstrate profound respect for all. An individual worthy of the **Inclusion** award would consistently welcome and celebrate a culture of diverse people and opinions. Some examples may include:

- Treats all employees and patients the same regardless of race, color, age, sex, gender expression, religion, disability or national origin.

- Engages in community education activities, providing lectures and training.
- Leading in outreach events for vulnerable populations like vaccine clinics and health screenings.
- Actively involved in mentoring the next generation of professionals, particularly the underrepresented in healthcare.

Integrity: Inspiring trust through honesty; demonstrating courage in the face of inequity.

This award recognizes an individual for outstanding contributions to our healing ministry as demonstrated by honesty, humility, stewardship, and intentional decision-making. An individual worthy of the Integrity award would consistently encourage and welcome open and timely communication; demonstrate the highest standard in decision-making, consistently doing the right thing for the right reasons; be readily recognized as a servant leader, enriching the lives of individuals and the organization; and be a good steward of our resources, both financial and environmental, ensuring they are wisely used for the good of all and recognizing that people are our greatest resource. Some examples may include:

- Serves on or leads a committee that recommends products or services that would reduce the cost of care while improving the overall quality of care delivered.
- Regularly rounds on or with the bedside care team, to listen to concerns and answer questions to ensure the care provided adheres to the highest clinical standard.
- Weighs all stakeholders' points of view and is truthful in challenging situations.
- Observes and protects the patient's right to privacy and confidentiality, ensuring conversations are held in appropriate settings.

Excellence: Service with fullest passion and creativity; exceeding expectations of others and oneself.

This award recognizes an individual for exceptional actions that go above and beyond the normal duties and performance as demonstrated by strategy, accountability, and innovation. An individual worthy of the Excellence award would demonstrate exceptional personal and professional performance, ensuring that goals and plans are aligned at all levels of the organization; holds themselves and others on their team to high standards of accountability, ensuring performance metrics are transparent and used to improve the quality of care or process refinement; and is willing to engage with innovative plans and programs to continually transform themselves and the organization. Some examples may include:

- Leads or serves on a quality performance improvement initiative.
- Leads or serves on a committee to attain advanced accreditation for a program or service line at CHI Memorial.
- Attains personal certification to enhance care delivered by a clinical program.

Collaboration: Commitment to the power of working together, building and nurturing meaningful relationships.

This award recognizes an individual who has demonstrated a dedication to the healing team. An individual worthy of an award in Collaboration is someone who goes above and beyond in bringing many voices to the table and in listening to those voices. This person recognizes the importance of diversity and places a high value on teamwork. He/she possesses an open willingness to share knowledge at all levels of the organization, approaching complex problem-solving with the heart of a teacher.

- Actively develops, participates and takes a leadership role in multidisciplinary rounding and reviews
- Takes time to teach nurses and other caregivers at the hospital on the best method to care for a particular patient subset.
- Recognizes the extraordinary actions of those who provide bedside care and celebrates their contributions to shared success.
- Develops and delivers Continuing Medical Education programs to enhance the knowledge of colleagues about medical conditions.