



## Creating a Kudos Connection to Drive Engagement in Healthcare

A large midwestern healthcare system with over 75,000 employees became a Dash Solutions (formerly WorkStride) customer in Q4 2021. Advocate Aurora Healthcare was seeking a partner who could continue to support their milestone program on a platform that provided both flexibility and agility. Working together we created a project timeline that met their launch requirements, created a communication, training and implementation plan and relaunched their program at the end of 2021.

### SUMMARY

The program is a traditional service award program that recognizes individuals from 20 to 60 years. The platform provides managers with milestone reminders and notification of the milestone achievement through our event calendar module. The individual is notified of their achievement via email. In the email, they are presented with a link to the recognition platform, a digital certificate, and a merchandise mall. Each milestones merchandise mall is different and contains between 30-50 items. Coinciding with this event the individual receives in the mail a pin, with a physical year of service anniversary kit recognizing their service anniversary.

### SOLUTION

Healthcare systems were facing similar challenges after the pandemic. Advocate Aurora turned those challenges into opportunities to focus on recognizing their employees frequently and consistently! After seamlessly launching milestones, we moved to rebranding and launching a new non-monetary award program with badges. The Kudos non-monetary award program allows all employees to recognize each other based on a set of core values. The core values have a badge aligned to the value. When a person receives a recognition for a core value, they receive a badge. The goal of the non-monetary program is to accumulate as many badges as you can. Gamification is a great way to make non-monetary fun and exciting! Building on the successes of the milestone and peer to peer non-monetary recognition program our client has continued to grow their non-monetary award tiers. One of our recommended best practices is that clients look across their organization and see all the recognition moments happening or that could happen and incorporate them onto the platform in a centralized location. By doing this, employees know exactly where they go to recognize and be recognized.



**Through regular business reviews with our client, we were able to bring to the platform other recognition occasions such as:**

- E-Cards: Employees can recognize other employee life events by sending e-cards that capture all of life's events.
- New Hires: As soon as the system is alerted to a new hire by the HRIS feed an award is automatically generated to them. This leads to early engagement and a warm introduction into the importance of giving and receiving recognition.
- Nurse of the Year: Challenged with a very outdated paper process. Our client approached us about centralizing this award, streamlining the nomination process, creating an online committee based approval workflow, and the communication of the 30 annual award winners prior to nurses week
- Live Green, Live Well: After Covid, it was very important to our client that they incorporate initiatives important to the system and the community. This award was created to nominate those employees who “Actively seek ways to reduce their environmental footprint, conserve resources, or contribute in other ways to a healthy environment at work, at home or in their community”.
- Living our Values Everyday: A top achievement award, consistent with an MVP award issued on a quarterly basis is the Living our Values Everyday award. Our client asked that we roll out this award for them and assist in creating a nomination and approval workflow.
- Patient Safety, Good Catch Award: Anyone can be nominated for this specific award that recognizes employees' great patient safety-related catches or practices.
- Daisy Awards: Tasked with creating a process for patients to recognize their nurses we built a patient recognition portal that allows patients or a patient's friend or family member to recognize nurses who “demonstrate clinical excellence and remarkable compassion in the line of duty.”



All of these award tiers launched after the initial milestone program launched in 2021. We pride ourselves on the flexibility of our platform and demonstrate our ability to quickly react to requests and implement solutions. This program, in the 14 months we have been managing it, has seen increases across all components of their program. And has over a 1 million recognition instances since the start of their program creating a culture of recognition within their organization.



Want to learn more? Email us at [sales@dashsolutions.com](mailto:sales@dashsolutions.com)