

# Recognition



## Practice Environment Champion Role Description Overview

Leaders prioritize efforts to improve and sustain clinical & practice environment outcomes. Designated “champions” partner with managers to support specific aspects of the practice environment and outcomes.

Each setting determines which outcomes are well supported with champion(s). Overall time commitment varies based on outcome performance and support needs. For example, outcomes needing improvement may need more support/time than outcomes that are meeting targets. Champions maintain a strong connection to the local Nursing Professional Governance (NPG) committee.

### CHAMPION SELECTION:

- RNs serve as champions for nurse sensitive indicators (NSIs) and Nursing professional issues.
- Interprofessional Clinical indicators may be supported by nurses or other appropriate team members or disciplines. For example, CNA, PCT, CMA, Tech team members may champion the aspects of practice within their respective scope of practice.
- Characteristics: effective communicator, creative, energetic, accountable

### MANAGER RESPONSIBILITIES:

- Identifying team members with champion characteristics
- Ensuring adequate training (i.e. outcome specific boot camp, review of resources, CBL’s, etc.)
- Consider necessity of protected non-patient-care time

#### Patient Focused Champion Ideas



Patient Falls  
CLABSI  
CAUTI  
HAPI  
Delirium  
Patient Experience  
Specialty/Setting Specific Outcomes  
Hand Hygiene

#### RN/Team Member Champion Focused Ideas

Team member injury
 

- Sharps
- Safe Patient Handling
- Workplace Violence

 Well-being  
Night Shift  
Specialty Board Certification  
Recognition

<h1>Recognition</h1>	
 <h2 style="margin: 0;">Connect and Communicate</h2> <p style="margin: 0;">Engage with local Nursing Professional Governance committee, regional or organizational groups to maintain knowledge of changes, new evidence and to support the spread of learnings. Escalate questions and concerns from the local practice setting.</p>	
Guidance and support	<ul style="list-style-type: none"> <li>• NPGO Awards &amp; Recognition Sub-committee</li> <li>• NPGO DAISY &amp; BEE Sub-committees</li> <li>• Nursing Governance Office</li> <li>• Human Resources Reward &amp; Recognition</li> </ul>
How can Champions connect and communicate with the resource group?	<ul style="list-style-type: none"> <li>• NPGO Awards &amp; Recognition Sub-committee Chair, Vice Chair and NPGO Coach serve as point persons for questions, ideas or concerns to be escalated</li> <li>• <a href="mailto:NPGO@UVAHealth.org">NPGO@UVAHealth.org</a></li> </ul>
Organizational communication for relevant updates	<ul style="list-style-type: none"> <li>• NPGO Awards &amp; Recognition website: <a href="https://uvanpgo.org/awards-recognition/">https://uvanpgo.org/awards-recognition/</a></li> <li>• NPGO weekly Blast email</li> <li>• NPGO President’s Monthly email to Central/Regional/Local chairs</li> <li>• Champion Resource Page</li> <li>• NPGO Awards &amp; Recognition, DAISY &amp; BEE Sub-committees email distribution</li> <li>• Health System Announcement emails   Mondays, Wednesdays, Fridays</li> </ul>
 <h2 style="margin: 0;">Data</h2> <p style="margin: 0;">Understands and uses outcome data to maintain excellence and drive improvement efforts</p> <ul style="list-style-type: none"> <li>○ Maintains knowledge of unit/area and organizational dashboards and trends</li> <li>○ Facilitates use of visual management for data and to promote outcomes awareness</li> </ul>	
How is outcome data collected?	<ul style="list-style-type: none"> <li>• Engagement Survey: Recognition question (last conducted Fall 2022)</li> <li>• Total number of nominations submitted for DAISY, BEE, Uteam Member of the Month, Annual Nursing Excellence Awards, etc.</li> </ul>

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How do we benchmark this outcome?	<ul style="list-style-type: none"> <li>Engagement Survey: Recognition question (last conducted Fall 2022)</li> </ul>
What are our performance targets?	<ul style="list-style-type: none"> <li>Engagement Survey: Recognition question – National Academic Healthcare Benchmark</li> <li>Department-level goals to establish and measure:                             <ul style="list-style-type: none"> <li>Number of nominations submitted for DAISY, BEE, Uteam Member of the Month, Annual Nursing Excellence Awards, etc.</li> <li>Number of recognition opportunities identified and number of recognition “events” offered/executed</li> <li>Participation of team in creating process, expectations and ideas</li> </ul> </li> </ul>
Where is outcome data stored/retrieved?	<ul style="list-style-type: none"> <li>Press Ganey Data Portal (Leaders have access)</li> <li>Nursing Governance Office for NPGO sub-committees</li> </ul>
What is the expectation for data display in the practice environment?	<ul style="list-style-type: none"> <li>Visual management board</li> <li>Professional Governance communication board/method</li> </ul>



## Resources

Serves as a content expert for available resources related to metric

Recognition events, websites, and information	<ul style="list-style-type: none"> <li>NPGO Awards &amp; Recognition <a href="#">website</a> <ul style="list-style-type: none"> <li>Annual Nursing Excellence Awards</li> <li>DAISY® Award</li> <li>BEE Award</li> <li>Annual Nursing Assistant Awards</li> <li>Annual HUC Awards</li> </ul> </li> <li>UTeam Member of the Month <a href="#">form</a></li> <li>Specialty Certification <a href="#">Recognition Boards</a></li> <li>National Nurses Week <a href="http://www.uvanursesweek.com">www.uvanursesweek.com</a></li> <li>Legacy RN Recognition <a href="#">Tool</a></li> <li>Legacy UAP <a href="#">Tool</a></li> <li>Manager’s Reward and Recognition <a href="#">Toolkit</a> <ul style="list-style-type: none"> <li>Team Member Recognition Profile Card – located on <a href="#">page 9</a></li> </ul> </li> </ul>
Additional Ideas	<ul style="list-style-type: none"> <li>Clinical Career Ladder advancements</li> <li>Promotions</li> <li>Newly achieved degrees and certifications</li> <li>National days and weeks</li> <li>Work anniversaries</li> </ul>

## Observations/ Local Support

Facilitates/Performs direct observations to ensure standards of care are met.



	<ul style="list-style-type: none"> <li>Documents/captures findings and shares with leaders, in huddles and committees/groups</li> <li>Participates in outcome specific surveillance (example: monthly HAPI prevalence, engagement)</li> <li>Provide feedback and help team members do the right thing(s)</li> <li>Problem solve and improve care in the moment</li> <li>Collaborate with area leadership to address gaps in structures, processes and/or practices</li> <li>As appropriate with approval from the outcome/metric lead, participates in validation of team members’ skills to establish and maintain competency</li> <li>Participates in event investigation, root cause analysis, A3 problem solving, etc.</li> </ul>
Local Support	<ul style="list-style-type: none"> <li>Connect and discuss with the local professional governance committee to learn/identify what meaningful recognition looks like for the department and for individual colleagues</li> </ul>

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	<ul style="list-style-type: none"><li>• Create process for inclusion and representation of night shift/weekend/off-shift, wage/part-time/full-time, etc.</li><li>• Partner with Manager for potential resources</li></ul>
How is information shared with leaders, others?	<ul style="list-style-type: none"><li>• Local NPG Committee meetings</li><li>• Practice Area meetings</li><li>• Regional rep on NPGO Professional Development Committee</li><li>• NPGO Awards &amp; Recognition Sub-committee</li><li>• NPGO DAISY &amp; BEE Sub-committees</li></ul>

*Updated: 9.5.23, 11.7.24 (icon version)*