

Nurses are empowered through multilevel recognition both within our organization and the community we serve, fostering engagement to provide an increasingly positive patient-focused environment. Within our organization, we celebrate nurses individually with nominations for the nationally recognized Daisy award, allowing peers, patients, and families to acknowledge the difference they make in patients' lives. Nurses can also be nominated for our annual peer nominated "Nurse of Distinction Award", which recognizes an RN who meets criteria for the prestigious award. One of our emergency department staff received an award for their dedication and service to the local volunteer fire and ambulance departments; exemplify what it is to be a nurse and the level of compassion we provide to our patients both in the hospital and the community.

The department publishes a weekly newsletter in which the front-page highlights nurses with anonymous quotes from Press Ganey surveys acknowledging the excellent care they received. Similarly, nurses are recognized on our Facebook page and nursing website with stories and examples of accomplishments. As a team, the nursing staff has been awarded with achieving the 90th percentile nationally for patient care experience by our system.

We also highlight nurses and their achievements on our Nursing Website. Under the "In the Spotlight" page we recognize RNs who: received awards, earned a professional certification, achieved an additional degree and advanced the clinical career ladder.

Within the organization, peers can send each other "my recognition" points with personalized messages detailing an example of teamwork that can be used as a credit towards purchasing anything from a new pair of scrubs to a vacation. Annually we celebrate emergency nurses' week with daily recognitions, prizes, and activities. Daily huddles provide opportunities for verbal recognition as well as a review of our newsletter shout outs from satisfied patients.