

Date of Plan: August 24, 2001

Organization: School of Medicine

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- 1) *Name of Recognition & Reward Program:* **Ideas That Make a Difference/Employee Suggestions Award**
- 2) *Goal/Objective:* Improve the work process and encourage employees to think creatively about ways to improve service, streamline the work flow, contain costs, enhance revenues, or improve the overall University environment. This award will be presented at the departmental level for levels 1-3. One level 3 award will be administered, funded, and presented annually at the School of Medicine level.
- 3) *Business Reason(s) for Using Program:* Encourage employees to think imaginatively of ways to improve performance, and to think more broadly about the impact of their efforts on the unit and the institution.
- 4) *Nomination Process, if applicable:* Department chairs, administrators, fellow employees, or the employee with the idea may recommend suggestions for the departmental level awards. Department chairs, administrators, or fellow employees may refer outstanding ideas to the Dean for the School-wide level 3 award by completing the attached form and checking the appropriate box.
- 5) *Criteria to Be Used to Differentiate Levels of Awards:*
  - Levels of achievement are loosely defined on purpose to allow each department to adapt this award to its own particular needs.

**Level 1:**

  - Significant improvement results from idea.

**Level 2:**

  - Idea results in major improvements.

**Level 3:**

  - Major improvements with broader scope.
- 6) *Approval Process:* Department may award at all levels up to the policy caps for departmental awards. Department will submit ideas to the Dean's Rewards & Recognition Committee, which will select one employee annually for recognition at the School-wide level.
- 7) *Communication Plan:*
  - a) *How do you plan to communicate the program to employees or teams, if applicable?*
    - Periodic reminders at meetings of department heads and administrators; e-mail announcements and letter from Dean to department heads and administrators, announcements to Employee Councils, periodic notices in the Link.
  - b) *How do you plan to notify the employee or the team of the award?*
    - Annual reception for all employees receiving the award.

**Levels 1 and 2:**

  - Congratulatory letter from the department chair to the employee.
  - E-mail and/or written announcement from the department head to the department.
  - Congratulatory letter from the Dean to the employee.

**Level 3:**

  - Above, plus notices to the Link, InsideUVA, and local press.
- 8) *Training:*

*How do you plan to train your organization's management, if applicable, who will be using the program?*

We will work with University Human Resources to develop a training plan that encourages supervisors to use all Rewards & Recognition plans to foster excellent employee outcomes, creative problem-solving, outstanding customer service, and conscientiousness on the job. The training plan will also explain how the Rewards & Recognition opportunities work in conjunction with and complement the objectives of the CMAC and the annual evaluation processes.