|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Pillar** | **Discussion Leader** | **Topic** | **Time** | **Expected Outcomes** |
| Service | **Faculty & Staff**  **Leaders** | **I am committed to my colleagues.**   1. Review and discuss examples of this Credo Behavior as demonstrated in your work group or your work area.   Share letters that praise the team members who work well together in addition to the individual. As one recent patient wrote:  *“It was a full team effort that worked my case. Not only did I have excellent nurses but the services in every aspect of my care…charge nurses, care partners, inpatient and outpatient physical therapy…the food service handlers, janitorial services and transport associates…What’s more, they often complimented each other and worked well as a unit.”*   1. Acknowledge the Credo Superstars publicly. Invite them tell their own story, their own example of HOW they stay committed to colleagues. It’s a great opportunity to include faculty and staff even from other departments with whom you collaborate. **Bill Wilkerson** staff and leaders implemented “Credo Kudos”. 2. Recognize and reward positive feedback from co-workers. A number of departments have created feedback processes\*\* to gather commendations from staff acknowledging their colleagues’ committed Credo behavior.   Other Departmental Examples   1. Medical Information Services adapted a program from the hospitality industry to implement their “Caught in the Credo” recognition. In addition to receiving recognition from peers, these nominees are also eligible for a quarterly drawing of a $100 reward and recognition certificate. Orthopaedics and rehabilitation takes the VUMC recognition and rewards program one step further, inviting all faculty and staff to nominate co-workers who’ve gone above and beyond their job description. Receptions are held periodically to award $200 gift certificates to employees selected from among the nominees. 2. The Pharmacy holds annual staff nominations for awards, including one for working by the Credo. | **15 min. total** | * Understand and apply this Credo behavior to my role and work area * Review Credo Scoring and discuss |