

2021 Emory Radiology Faculty and Staff Awards

Helpful Hints for Submitting Nominations

Here are some helpful hints and tips to consider when nominating someone for one of Emory Radiology's staff awards.

Tips for Crafting the Nomination

- **Review the list of past winners.** The Selection Committee generally prefers that nominees have not previously won the award for which they are being nominated.
- **Make sure your nominee qualifies.** Read the description of the award to make sure your nominee qualifies. Does the person do the kind of work stated in the description. For example, is the nominee for Outstanding Care Provider a patient care provider; is the nominee for Outstanding Leader in some kind of leadership role?)
- **Be thorough.** The Selection Committee can use only the information you provide in your nomination when scoring the nominee, so provide as much information as you can.
- **Provide specific examples** to show how the person demonstrates the qualities required of nominees in that category. You can a) describe a situation or situations in which you were involved and saw the nominee exhibit these qualities; b) describe how the nominee's approach to or attitude about their work embodies these qualities; c) note awards/honors, Press/Ganey scores, and/or patient/colleague feedback the nominee has received in the last year and explain how these are evidence of these qualities.
- **Answer the questions.** Make sure your response to a question answers the question and answer every question.
- **Check your spelling.**
- **Submit on time.** Please don't miss the deadline!

Guidance for Each of the Staff Awards

Face of Excellence: *Recognizing individuals who consistently deliver service excellence*

Hints: Explain how the nominee exhibits any or all of the department's five service excellence standards: *safety* (provide an environment of care and well-being); *courtesy* (create a positive individual experience through communication and team work by addressing the needs, wants, stereotypes and emotions of each person); *care delivery* (provide a positive healing experience through comprehensive individualized care interactions); *efficiency* (provide accurate and timely information and care); and *innovation* (advance medical knowledge and patient care by developing new technology and providing creative solutions).

Example: Our programs run smoothly because of Owen. Owen believes no problem is too big or too small and no question goes unanswered, even if the problem or question is from someone who doesn't even work in our unit. For example, Owen was headed to a budget meeting where he had to present some challenging information and he saw a patient looking lost in the hallway. He stopped and asked the patient where he was trying to go and then offered to walk the patient to that location, even though it meant he wouldn't get to his meeting early for a last-minute run-through of his presentation. "We never leave someone lost," he said. "We always go the extra mile to get our patients where they need to go. That's part of a high-quality patient experience." He then aced his presentation because he was well prepared and anticipated questions he'd be asked by administrators. "I won't waste their time with my poor performance," he said. "They're busy so I'd better give them what they need to do their jobs so we all can get on with the next thing on the list." Whatever you need, Owen has it, or he knows who to ask.

Outstanding Care Provider: *Individuals who have consistently provided outstanding patient and family-centered care*

Hints: Talk about what the nominee does: how do they treat patients and family members? How does the nominee go the extra mile for patients? Be as specific as possible with examples.

Example: Bob shows great respect for every patient he images. He always gets additional history to help the radiologist who will read the study. He also asks patients how they are and really listens to their answers. When he saw it was one patient's birthday, he wished her happy birthday and asked her what she was doing to celebrate. When the patient became teary because her family was so far away, he stopped and sang Happy Birthday to her and told her she was a gift he was blessed to have met. Those tears turned into a big smile. He's like that with every patient. Many patients are nervous because they have to come alone, thanks to COVID. He says, "You're not alone today. Just think of me as one of the family while we get this study done." It's beautiful to see those patients go from anxious to smiling. And it's not just his warm and caring nature. The quality of his images is excellent, which more than one radiologist has reported back to me as his supervisor.

Outstanding Leadership: *Individuals who have demonstrated outstanding leadership*

Hints: Nominees should be someone others look to as a leader, either because of their job title—manager, supervisor, director, assistant director, team lead, etc.—or because they were able to lead others through a challenging or difficult situation. Explain how the nominee is someone others turn to for leadership.

Example: Dion is the supervisor everyone wishes they had. During this past year of COVID, she kept us motivated with weekly team check-ins: each of us would say one thing we were proud to have accomplished and she'd lead a round of applause, and then she would ask each of us if there were challenges we needed help with. One team member said they were having trouble balancing

child care duties with getting work done. That would be something that would get someone in trouble elsewhere, but not on Dion's team. She asked people with kids to share what they were doing to balance childcare and work, and then she privately contacted the person to talk about the situation. She helped the person develop a flexible schedule so work got done but the person wasn't stressed out. I know because that person was me. I had been fearful of sharing, but Dion made me feel valued and supported. Dion goes the extra mile for everyone on our team, working alongside us so we want to do our best and we can do our best because she makes sure we have what we need to succeed.

Outstanding Mentor: *Individuals who have demonstrated outstanding mentorship*

Hints: "Mentorship is a relationship between two people where the individual with more experience, knowledge, and connections is able to pass along what they have learned to a more junior individual within a certain field. The more senior individual is the mentor, and the more junior individual is the mentee."¹ Nominators must give specific examples of what makes the nominee a great mentor. What did the mentor do and how did/does that benefit the mentee?

Example: I'm so grateful for Ella. From the moment I got to Emory Radiology, she took me under her wing. She did more than show me how things worked: she asked me what my career goals were and then encouraged me. She knew I wanted to be a supervisor so she encouraged me to get extra training and made sure I had the time in my schedule to attend the sessions and do the homework. She consistently gave me feedback about my job performance that I could use to improve while also pointing out what I do well. Rather than feeling threatened because I wanted to get to the next level, she encouraged me. When an opening came at another site, she immediately brought it to my attention. She not only encouraged me to apply, she wrote me a glowing recommendation and personally talked with the hiring manager about me. I got the job and even though we don't work together everyday anymore, she's still there to encourage me and share with me what she's learned so we both keep growing.

Outstanding Service in Support of Mission: *Individuals who have demonstrated an outstanding level of administrative/professional support to one or more pillars of the Emory Department of Radiology and Imaging Sciences' tripartite mission (clinical care, education, research).*

Hints: Provide specific examples of how the nominee goes above and beyond what's expected of them to support a) clinical care; b) programs related to training or educating medical imaging students, residents, or fellows; or c) research activities, including grant management. Nominees can support more than one of these areas and may be involved in work related to quality and safety, finance, informatics, personnel, and/or administration.

¹ <https://www.wes.org/advisor-blog/definition-of-mentorship/>

Example: If you need an event planned, managed, promoted and pulled off successfully, then you ask Lon to do it. He knows everyone you need to know to book rooms, handle catering, manage the AV and he's so charming he usually gets us a discount or something thrown in for free. He must not sleep because he handles everything for more than ten events every year while also handling the five or six last-minute requests he gets when someone else drops the ball or there's a fantastic opportunity we can't miss. He knows who else in the department he needs to work with to ensure nothing falls through the cracks and he's such a great guy, everyone wants to help him. Do you have out-of-town guests? He's gotten the hotel reservations, ground transportation, plus a list of who will wine and dine them and when. Need name tags and personalized goody bags with branded products? He can produce them and work with the Communications team to get the goodies ahead of schedule and for a great deal while he manages RSVPs.

Lifetime Achievement Award: *Non-faculty staff who have demonstrated outstanding service, leadership, innovation, and/or teaching to the Department of Radiology and Imaging Sciences, Emory Hospital and Clinic systems, and/or the patients and communities we serve.*

Hints: Make sure the person has worked with Emory Radiology for at least 25 years. Provide a clear description of how the nominee has contributed to the department over that timeframe and the impact the person has had on the department. What specifically did the person contribute? Who is better off because of this person? What lasting changes have been made because of this person's outstanding work?