



"TAPPING INTO
OUR EMPLOYEE'S
MINDS"

War Memorial Hospital Employee Suggestion Program Evaluation Criteria



1. Does this align to our Pillar goals?
 - An Employee Suggestion enhances the goals of the hospital under the five Pillars: People, Service, Quality, Growth, or Cost.
 - "*People*" suggestions support employee recruitment and retention, increase employee and physician satisfaction, and stimulate leadership development.
 - "*Service*" suggestions promote the highest standards in the healthcare industry.
 - "*Quality*" suggestions improve the quality and effectiveness of care.
 - "*Cost*" ideas generate revenue, capture lost revenue, or optimize reimbursement.
2. What are the benefits of implementing this suggestion?
3. Will implementing this suggestion improve our services/efficiency/outcomes or improve patient, employee, and/or physician satisfaction?
4. Is this suggestion a work order or a compliant? If a suggestion is to replace light bulbs in a hallway, then there are operations issues to address, and credit should not be given to an individual for suggesting that someone do their job. If trends are spotted with submitted suggestions of this type, it provides yet another opportunity to improve on performance.
5. Does this suggestion save us time, money, stress or hassle?
6. Will implementing this suggestion help us to be a better organization? How?
7. If a suggestion saves money or time, how will this impact next years' budget?

8. Try to look at each suggestion with “fresh eyes”, meaning resist the urge to summarily dismiss a suggestion because you did not think of it. Harnessing the collective intellectual capital of an organization is synergistic and powerful. Some of the best suggestions are often submitted by the line level staff who previously did not have a voice, which empowers them as well as tapping into their expertise. Who better to know what works than those who are doing the work?
9. Explore the feasibility of the suggestion with the person who generated the suggestion. Think of it as an elevated version of rounding with purpose. Have the person “walk you through” the suggestion and show its value. This, in and of itself, is a win with staff – shows you care and connects to purpose as well as validates the employee’s worth in the organization.
10. Ask: Is this the right thing to do at the right time?

What is an acceptable suggestion?

A suggestion is an employee's suggestion for how War Memorial Hospital can better serve its patients, employees, volunteers, physicians or community.

- It supports a positive change
- It saves time
- It reduces cost
- It promotes safety
- It is within the scope of War Memorial's resources to implement

What's NOT an acceptable suggestion?

- A work order for repairing, cleaning or replacing items
- A current policy or suggestion previously adopted
- A complaining tool for employee frustration
- A suggestion that is unrealistic or too expensive to put into practice