



# The Honored Nurse Program: Leveraging Information to Reward and Recognize Excellence

Nancy Piper, BS, RN-BC  
Tampa, Florida



H. LEE MOFFITT CANCER CENTER & RESEARCH INSTITUTE,  
AN NCI COMPREHENSIVE CANCER CENTER – Tampa, FL  
1-888-MOFFITT (1-888-663-3488) | MOFFITT.org

## Background

In 2013, nurse leaders at Moffitt Cancer Center were challenged with developing an innovative approach of recognizing nursing excellence. Data show that receiving positive recognition is a significant driver for both nurse engagement and quality. Frontline staff want their hard work and dedication to be acknowledged. Moffitt had several avenues for nurse recognition but the subjective process in place relied on written nominations which limited the number of candidates recognized. Nurse leaders wanted a more objective approach that would capture the activities of all high performers.

## Vision

Our vision was to develop an easily implemented recognition and reward program with predefined and measurable goals.

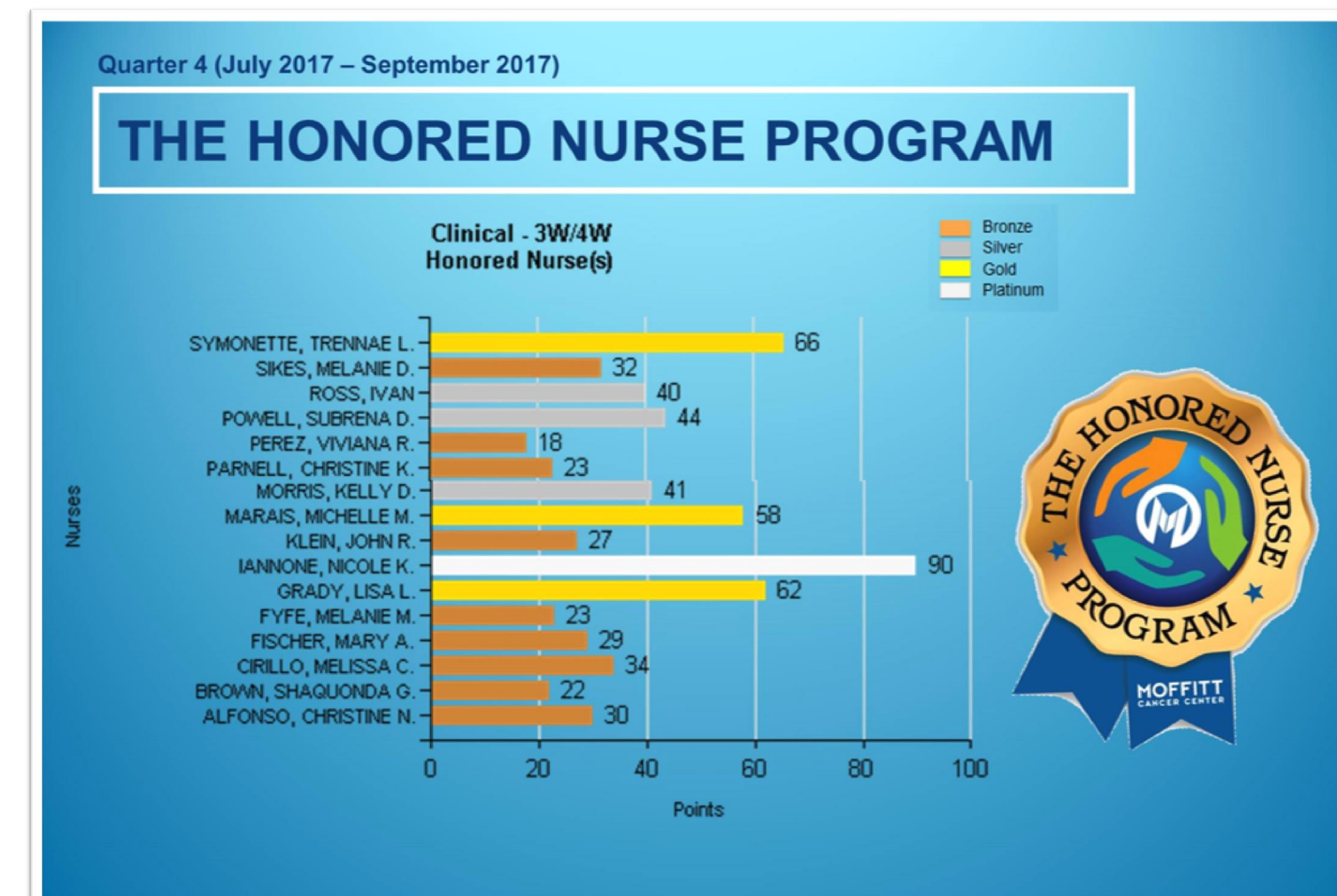
Nurse leaders, informaticists, and clinical nurses collaborated to develop this unique process.

## Strategy and Implementation

- A group of nurse leaders were tasked with developing a novel approach to reward and recognize nurses as part of a leadership initiative.
- After many months of literature review and brainstorming, the Honored Nurse Program was born and implemented in October of 2013.
- Program includes a Nurse Profile data base where nurses can electronically self report their activities that correlate with the Clinical Ladder criteria such as:
  - Council/Committee membership
  - Certifications
  - Education
  - Awards
  - Presentations
  - Community Involvement
  - Publications
  - Clinical Exemplars

- Includes the ability to log recognitions from patients, peers, faculty and managers and recognize other peers.
- Data entered is linked to an Olympic style point system; points accumulate as data is submitted categorizing nurses into a bronze, silver, gold or platinum status.
- Program runs on a yearly basis.
- Quarterly dashboards of medalist status are published and displayed in all departments.
- The end of the year culminates with a ceremony where medal pins are presented to each nurse and Nurse of Year awards are announced for Inpatient, Outpatient, Perioperative Services and Clinical Support areas.
- Nurse of the Year candidates are selected from the top 10% of medalists within each of the four areas. The selection process consists of a task force of nurses that review blinded Nurse Profile data and their manager's endorsement.

## Dashboard Examples



- Nurse leader's validate information submitted by their nurses via a report

## Results

	2014	2015	2016	2017
<b>Honored Nurse Medalist Totals</b>				
Bronze	147	132	153	180
Silver	38	36	74	80
Gold	7	13	18	24
Platinum	2	4	7	11
<b>Total</b>	<b>194</b>	<b>185</b>	<b>252</b>	<b>295</b>

## Recognition Event



## 2017 Nurses of the Year



## Evaluation

- Nurses participated in the same survey:
  - Six months after program was introduced
  - Annually after the awards ceremony
- Survey solicits feed back on program awareness, participation, satisfaction and suggestions for program enhancements.
- With respect to awareness of the program, 59% of respondents indicated awareness at 6 months, 88% at one year, 91% at two years and 94% at three years demonstrating sustained interest and participation.
- Survey participation has been consistent and continually demonstrates responses across various roles and tenure of Moffitt nurses:
  - 208 respondents program year 2013/2014
  - 234 respondents program year 2014/2015
  - 328 respondents program year 2015/2016
  - 213 respondents program year 2016/2017
- Recommendations from each survey are used by the Honored Nurse Program Committee for continued growth and development of the program.

## Program Sustainment/Enhancement

- The Honored Nurse Committee, comprised of direct care nurses, nurse leaders, nurses in unique roles and nurse informaticists, meets monthly to identify and implement improvements to the program. Examples include:
  - Addition of Caring Story/Clinical Exemplar
  - Redesign of criteria for Clinical Support Nurses
  - Improve validation process for nurse leaders
  - Identifying communication strategies related to the Honored Nurse Program
  - Integration with facility wide recognition programs
  - Review of annual survey input for enhancement strategies

## Implications for Practice

- The Honored Nurse Program provides a mechanism for nurses to report their contributions to professional nursing practice and track progress toward meeting criteria set forth by our Clinical Ladder program.
- Objective criteria and a point system are used so nurses can gauge their own performance.
- Asking nurses to identify ways in which they contribute to their unit and the organization promotes engagement.
- Development of this data base provides reporting on Moffitt nurses accomplishments and contributions.
- Leveraging technology in this fashion allows nurses to participate at their convenience, both from their respective work units and homes.

Contact Information:  
Nancy.Piper@moffitt.org