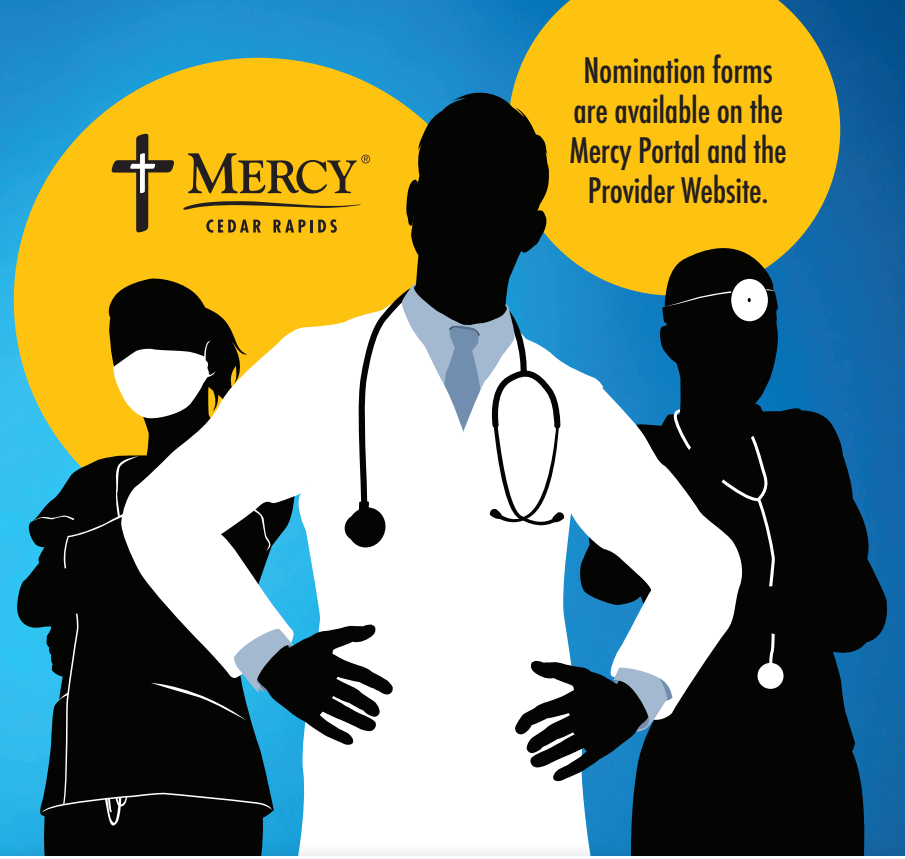


# RECOGNIZE OUTSTANDING PROVIDERS

Submit a nomination online or complete a paper copy  
**NO LATER THAN FRIDAY, MARCH 1, 2019.**

Questions? Contact Jessica Coppess at (319) 861-7684  
or [jjcoppess@mercy.org](mailto:jjcoppess@mercy.org).



## 2019 OUTSTANDING PROVIDER RECOGNITION NOMINATION FORM

**NAME OF NOMINEE:** \_\_\_\_\_

**AWARD NAME:** *(check one) (only ONE award category will be accepted)*

- MENTOR/EDUCATOR       PATIENT ADVOCATE  
 COLLEAGUE               NURSE PRACTITIONER/PHYSICIAN ASSISTANT

**PLEASE DESCRIBE HOW THIS PROVIDER'S ACTIONS EXEMPLIFY  
EXCELLENCE IN HEALTHCARE AND MEET THE CRITERIA FOR THE AWARD  
YOU SPECIFY. PLEASE INCLUDE EXAMPLES:**

(THIS NOMINATION AND YOUR NAME WILL BE SHARED WITH THE PERSON YOU'VE NOMINATED AFTER MARCH 1.  
IF YOU WANT YOUR NOMINATION TO BE ANONYMOUS, PLEASE NOTE THAT IN THE SUBMITTED BY FIELD BELOW.)

**SUBMITTED BY:** \_\_\_\_\_

We'd like to thank you in advance for submitting this nomination. Voting will take place March 4-15 and the winner of each award will be unveiled at the Mercy Honors award ceremony on April 4. We hope that you will be able to join us at the Mercy Honors as we honor the provider you nominated. Invitations will be sent at a later date. Thank you.

**SUBMIT NOMINATION**

Having troubles sending? Fill out this form, save it to your device, and then email it to Jessica at [jjcoppess@mercy.org](mailto:jjcoppess@mercy.org).

### 2019 PROVIDER RECOGNITION CRITERIA

#### PATIENT ADVOCATE:

- Approaches patients and families in a manner that allows for questions to be addressed and responds to questions in an understandable manner
- Communicates openly with patients and families and listens attentively ensuring the patients'/family members' perspectives are captured
- Treats all patients, family members, and staff with dignity and respect, regardless of the situation or previous experiences
- Values staff's opinion and provides patient care with a team-based care approach including the patient, family and staff
- Educates all members of the health care team on the goals identified

#### MENTOR/EDUCATOR:

- Routinely communicates with patient care staff outlining plans for the patient with nursing and support staff
- Participates in staff education opportunities at department meetings and/or in-services
- Routinely takes the opportunity to provide informal education when addressing patient issues
- Facilitates the introduction of new ideas and technology, incorporating evidence-based practice standards

#### COLLEAGUE:

- Treats all members of the healthcare team with respect
- Recognizes and acknowledges individual contributions of all team members to patient outcomes
- Independently accesses patient information using available technology resources
- Upholds Mercy's Service Excellence Performance Standards
- Addresses questions regarding patient condition to appropriate staff in professional manner
- Participates in interdisciplinary care conferences or care planning activities
- Models the expectations of the Code of Professional Conduct of the Medical Staff

#### OUTSTANDING NURSE PRACTITIONER/ PHYSICIAN ASSISTANT:

- Provides positive leadership skills and fosters a healing environment
- Interacts with all members of the healthcare team with respect and professionalism
- Interacts with ancillary staff with courtesy and dignity
- Treats and communicates with patients in a timely and professional manner
- Educates patients and their families according to their healthcare needs
- Collaborates with all members of the healthcare team when directing patient care
- Refers patients as appropriate to specialty or subspecialty physicians
- Exercises autonomy in medical decision-making with physician supervision as needed
- Maintains an awareness of the current resources available when providing patient care
- Educates healthcare team when addressing patient's plan of care as opportunities arise