Writing a Credo Award Nomination

The purpose of the Credo Award is to recognize an individual who consistently demonstrates exceptional credo behavior. A Credo Behavior Scoring Tool is on the Elevate website that describes expert performance.

**Be specific and give examples:** Nominations that provide specific details of behavior typically receive higher consideration by the selection committee.

- When writing the nomination, clearly describe the behavior and/or performance and how it relates to a specific credo item.
- Where relevant and possible, provide specific information, such as dates, number of persons affected, or impact to service or other tangible data. *Note: if information relates to a patient, please be sure to respect patient privacy and confidentiality.*
- Give clear examples of work and contributions.
- Draw attention to behavior that is beyond what is expected in the job.
- Include the impact of the behavior, how does the person make a difference by living and modeling the Credo.
- Again – be specific about what the person does to model the Credo behaviors

**Additional Information:** You are welcome to include any relevant attachments that will assist the selection committee in understanding the nominee’s credo behavior. Feel free to ask for input from others including managers or other colleagues in collecting information or writing nomination. Multiple nominations are accepted.

**Examples:**

**Vague** – She smiles to everyone she sees and everyone loves and respects her.

**Better** - She has earned the love and respect of her team in one way by consistently saying good morning every day asking about our families – showing an interest in her colleagues.

**Best** – Patricia makes those she serves her highest priority. By taking time to have brief personal conversations with her team on a daily basis, she is able to identify needs and then takes action to respond to them. An example would be last month when she discovered that one of her employees was struggling with a personal problem. She immediately called EAP and got them an appointment and then began discussing work load and how it could be temporarily re-distributed to help this person. Patricia checked in regularly with that team member but also on those who were picking up the extra load. Within two weeks the issues were stabilized and all is back to normal. Without her having these daily conversations, this problem might have been undiscovered, the employee would have missed the opportunity for help from Vanderbilt and her co-workers might have been frustrated about her slacking on her duties.
Other examples:

**Vague** During recent renovations Susan went above and beyond to make sure all staff, faculty and patients were accommodated with whatever they needed to make a smooth transition.

*What actually did she do, how did she go above and beyond, what was the impact to staff, faculty and patients?*

**Better** During our recent renovations, Susan reserved rooms in other areas to ensure all staff and faculty would have work space for the week – no one was left without a work space. She also provided us with key words to share with patients about our project, how it would impact our clinic and the length of time it would take. Because of this explanation, all of our patients understood and were very excited with us about the upcoming changes. Susan clearly made those she serves her highest priority for this project.

**Vague** His unfailing sense of humor and can-do attitude make him a joy to work with.

*Where is the link to credo behavior and what are some specific examples of the can-do attitude that can be described?*

**Better** Jon’s sense of ownership is noticeable regularly as he challenges the team to improve our customer satisfaction scores by looking at the data and reporting back with suggestions for changes. He takes the lead in proposing new processes for improving our team work and communication. Just recently he developed and presented an internal orientation process for our new staff members.

**Vague** Sam performs with great professionalism, pride and honesty. I have not met anyone else in 15 years at Vanderbilt that is more trustworthy and dedicated.

*How does he demonstrate professionalism, pride and honesty? What does it look like, what do people see? What does he do to show he is trustworthy and dedicated? Which credo behavior is described?*

**Better** Sam communicates very effectively by ensuring that all emails and phone call are returned the same day they are received. If he can’t immediately answer a question, he lets colleagues know he has received their question and working on the issue. Regularly in his communication with others, Sam suggests that we inform others about our work so they are not surprised and know what we are doing. He strives to keep all informed. In addition, daily we hear him speaking to our patients about the quality of our department and Vanderbilt Medical Center.