

Red Carpet Quality Service Award

The members of Washington Health Care Association recognize and honor staff members who consistently demonstrate professionalism, a focus on customer service, and dedication to the vulnerable adults who live in member-affiliated nursing homes and boarding homes.

A Red Carpet Quality Service Award nominee may include the following staff:

- Housekeeper/environmental;
- Activities/life enrichment;
- Chef/cook/dietary;
- Maintenance;
- Front office/reception;
- Marketing;
- Therapy (occupational, physical, speech);
- Driver

Nomination Procedures

Nomination letters (see attached sample letter) demonstrating the exemplary action(s) of the nominee should be submitted by someone having knowledge of the nominee's experience. The nomination letter (not to exceed 2 pages) and any supporting documentation (not to exceed four pages total) should include the following:

1. Brief biography on the nominee, including length of time and involvement in his/her role at the member facility, relevant outside activities (volunteer or otherwise), if any, etc.
2. Description of occasion(s) that demonstrate dedication to promoting and/or enhancing the lives of residents.
3. Description of any outcomes that the nominee achieved, e.g., who was impacted and how.
4. Description, if applicable, of how the nominee demonstrated a commitment to advancing his/her role as a professional in long term care.

Examples of exemplary quality service:

- Nominee currently works in a member nursing home and/or boarding home setting; **AND**
- Nominee engages in quality care initiatives, culture change, support of resident-centered care, and/or facility-specific quality improvement endeavors; **OR**
- Nominee serves as an official or unofficial champion for the home via acting as a positive role model for others, providing services above and beyond typical duties, and/or advocating for the facility and residents; **OR**
- Nominee may have influenced other staff, residents, and/or family members in such a way as to promote the improved wellbeing of clients.

Application forms will be posted on the Association's website www.whca.org.

Nominations should be sent to Vicki McNealley at Washington Health Care Association, 303 Cleveland Avenue SE, Suite 206, Tumwater Washington. The association will acknowledge the receipt (via email) of all nominations.

THE DEADLINE FOR SUBMITTING NOMINATIONS IS MARCH 31, 2010. All nominations must be at the Washington Health Care Association office by close of business on March 31, 2010. The award winner and his/her nominator will be notified by April 22, 2010.

Selection Procedures

The Award Selection Committee will review nominations and select the recipient(s). The Award Selection Committee will consist of three members of the Quality Improvement Committee.

Award

The award will be presented at the Annual Convention in May and will include:

- Entrance into the WHCA convention on May 19th with accompanying education and refreshments
- Commemorative plaque
- Recognition in the Intercom newsletter and on the Washington Health Care Association's website.

Award recipients must be able to attend the awards luncheon held on May 19th at the Davenport Hotel in Spokane, Washington. Inability to attend will prompt the committee to choose another qualified candidate.

Additional Information: Application Form and Sample letter



WASHINGTON HEALTH CARE ASSOCIATION'S
RED CARPET QUALITY SERVICE AWARD

APPLICATION FORM

NOMINEE INFORMATION

NAME: _____

FACILITY NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE #: _____ EMAIL: _____

TITLE: _____

LENGTH OF TIME EMPLOYED AT FACILITY: _____

NOMINATED BY:

NAME: _____

RELATIONSHIP TO NOMINEE: _____

SIGNATURE: _____

CONTACT INFORMATION:

FACILITY: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE #: _____ EMAIL: _____

(MUST include name and signature of nominator for application to be processed)

Attach nomination letter (no more than 2 pages) describing nominee's outstanding caregiving.

Please return application and letter no later than March 31, 2010 to:

Vicki McNealley

*Washington Health Care Association * 303 Cleveland Ave SE, Suite 206 * Tumwater, WA 98501*

SAMPLE LETTER

[Date]

Dear Award Selection Committee:

I am pleased to nominate [nominee name] for the 2010 Washington Health Care Association Red Carpet Quality Service Award.

Brief biographical paragraph describing who the nominee is, what role(s) s/he has held, professional interests, etc. For example: [Nominee name] has been employed as a [job title here] at [facility name] for [number] years. S/he has been involved with [associations, committees, etc] since [year or specific length of time] and has served as [list titles and volunteer positions held, committees served on, etc.] [S/he] also maintains an active professional career as a [occupation] in addition to [list other volunteer activities or personal interests].

Paragraph describing a situation/situations that inspired the nominee to “pull ahead” of the rest and stand out as an exceptional employee.

Paragraph or two describing nominee's client advocacy efforts and outcomes. Include specific actions the nominee took toward supporting clients, co-workers, and/or the facility.

Paragraph describing how the nominee has demonstrated a commitment to the facility's mission and/or vision. For example: [Nominee name] has demonstrated an outstanding commitment to the facility's priorities by [list specific activities nominee has engaged in to support the philosophy of the facility/company].

Paragraph describing the lasting impact of the client advocacy effort. How has this nominee changed the life/lives of clients, families, co-workers? How has this nominee's actions and/or attitudes improved the overall operation of the facility?

In closing, I respectfully urge you to give [nominee name] your full consideration for the Washington Health Care Association Red Carpet Quality Award. I am happy to provide any additional information or answer any questions you have about [nominee name].

Sincerely,

[signature]

[name]

Address