

Recognizing Health Care Professionals in Tough Times

As a health care professional, you make a big difference in people's lives. Whether you work as a nurse, administrator, facilities management, physician, home-care services, or aide, just to name a few careers, you are helping to make the world healthier, safer, and all around improve the lives of those in our community and world.

Under normal circumstance, these careers can be both rewarding and taxing at the same time. However, during moments of increased healthcare needs and crisis, these jobs can require downright selfless acts of courage and bravery. In these situations, there is no just "showing up" to do a job, but rather every moment of work is exhibiting above and beyond behavior. This should not go unnoticed and provides opportunity for extra recognition.

Remember these simple tips to help guide you through recognizing your employees any time.

1. Acknowledge the Stress

Through all channels of communications available, let your employees know that you understand and appreciate the extraordinary efforts they are providing. Remember to address every employee and not just those tasked with direct patient care. Acknowledge the stressful nature of the important job they are performing and the value they are providing. If possible, quantify that value with data points like patients served, etc. as to celebrate accomplishments and give a tangible measure of their efforts.

2. Say Thank You

At all levels of the organization and particularly direct managers, say thank you to employees for their hard work. Use ecards, handwritten notes, or public/private praise. Sometimes a simple word of thanks is enough to get an employee through the next hurdle and help boost their morale. Encourage peer-to-peer recognition, as it can help elevate the overall mood of the team. If available, share outside praise or that which come directly from those people they are helping, as it will remind them of the impact they are making in people's lives, boosting job satisfaction.

3. Reward Your Employees

If possible, reward employees in tangible ways. Points (if available), giftcards, additional time off, etc. can be used to provide additional recognition for extra effort. Receiving a physical award can have the benefit of increasing short-term motivation and give the employee something useful in their personal life that ties back to their hard work. This connection between the work and personal can have longer-term effects on career satisfaction, where they can see in meaningful ways that their organization rewards for tough work.

4. Practice Well-being

The stresses, anxiety, and long hours of the healthcare professional can take its toll on individuals, affecting mental and physical health, as well as productivity. Ensure employees understand that their health needs are equally as important as those that they are serving. Recognize employees for taking steps to that improves wellbeing and provide communications on available services. If not already in place, consider a formal program for communicating, recognizing, and rewarding specific wellness behaviors. As managers, listen and look for signs of stress, acknowledge it, and communicate appropriately with employees as how they can be helped.

5. Encourage Smiles

Take moments to celebrate wins, share some humor, and try and have a little fun. In huddles or meetings, set aside a few minutes to share some happiness with the team before getting down to the taxing business ahead. Don't discourage moments of lighthearted behavior if it's not interfering with the job or inappropriate. Those little practical jokes, laughter, dance routine videos, or whatever brings a little joy to your employees in time of extra pressures can make the difference between dreading showing up each day, versus feeling like they can bring a little joy to work.

The World Health Organization (WHO) recognized the critically vital role played by health care workers as "The most valuable resource for health". As organizations providing those resources for the greater good of the community, take time to individually recognize their sacrifices, heroics, hard work, and dedication during extraordinary times or anytime for that matter. And, as non-health care workers, we thank you for all that you do to protect the health of our friends, loved ones and community.

About Inspirus

Inspirus believes employees make up the foundation of culture, shaped and evolved through every day experiences that are essential to the development of strong, high-performing organizations. Through our technology and integrated solutions, we elevate the employee experience and optimize organizational culture by providing a holistic approach to the entire employee journey. We seek to influence the employee experience through our six Quality of Life dimensions: recognition, health and well-being, personal growth, physical environment, social interaction, and ease and efficiency.

Only Inspirus combines an integrated rewards engine, communication tools, and analytics into a single platform spanning recognition, service anniversary, well-being, and diversity and inclusion. Through Sodexo's broader mission of improving the Quality of Life of all we serve, Inspirus aims to bring joy to work, one experience at a time.

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