



SYSTEMS CHANGE

GBMC Rewards & Recognition Currency

Formally acknowledge both individuals and teams for behaviors and skills that contribute to systems thinking, teamwork, patient safety, and embodying GBMC's GREATER behaviors, mission, vision, and values.

Why Reward and Recognize?

More Joy	8. Continually improve workforce engagement, recruitment, and retention	16. Design and deploy a process to address the current and future capabilities for our workforce and future caregivers
		17. Deploy a process that addresses our workforce capacity
		18. Improve the engagement of our workforce
	9. Design and implement a safe and equitable environment for all our workforce	19. Reduce the number of employee injuries

Units/Areas Participating in the Pilot

ICU

ED

PEDS

EVS

DIETARY

TRANSPORT

SERVICE RESPONSE CENTER

RADIOLOGY



FRAMEWORKS FOR REWARDABLE SKILLS/BEHAVIORS

The Lean Management System

Leadership System

Questioning Attitude

Deep Dive

Barrier Identification

GREATER Behaviors





(Respect, Excellence, Accountability, Teamwork, Ethical Behavior, Results)



SYSTEMS CHANGE TRACKER

GBMC's Reward & Recognition Currency

HOW TO EARN A COIN

- **Demonstrate**
Demonstrate rewardable behaviors and skills
- **Understand**
Understand the behavior or skill that you were rewarded a coin for
- **Drop**
Drop your coins into the tube
- **Celebrate**
Celebrate when the tube is filled to the prize line by choosing a team prize



GBMC



PEER TO PEER

NEW

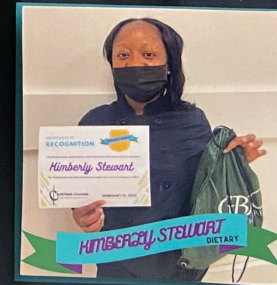
Think your peer deserves a coin? Scan the QR code below to fill out a brief form to tell leaders why your peer should be rewarded!



OF THE QUARTER

NEW

The Change Agent of the quarter is selected by the Performance Improvement and Innovation team for displaying leadership and taking personal accountability for improving GBMC.



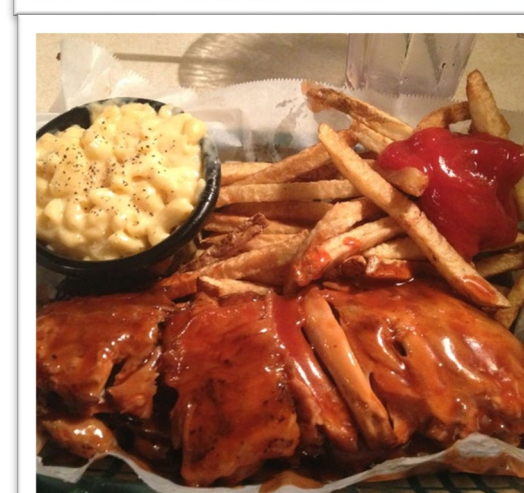
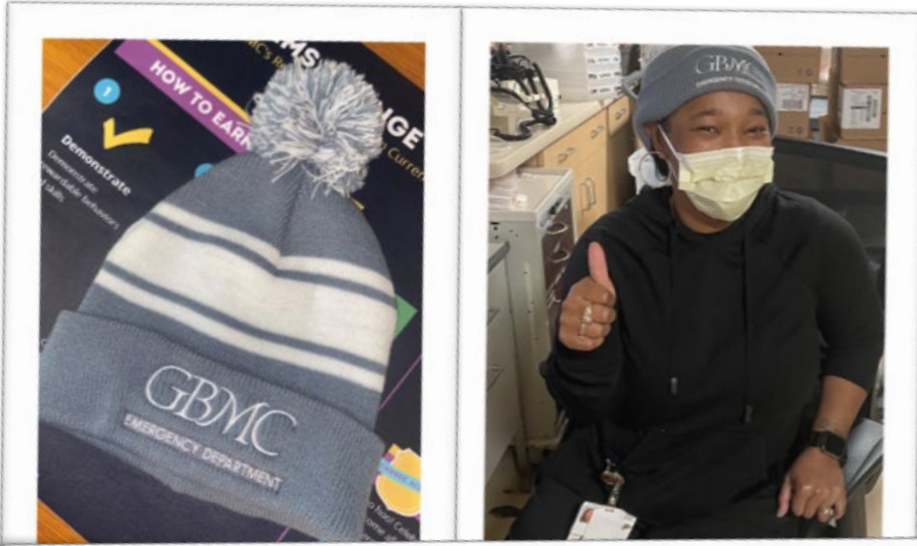
SCAN TO WATCH A VIDEO FEATURING THIS QUARTER'S CHANGE AGENT



Congratulations,

ED & PEDS

TRANSPORT/SRC





Kimberly Stewart
DIETARY

Kim helped identify barriers that were affecting food temperatures. She worked with the management team to enhance the current workflow, decreasing the time food is sitting idle. Kim also volunteered to pick up extra shifts helping to train others on the enhanced JIBS.