

THE TENET HEALTH STORY

General Information:

Tenet Health owns and manages over 80 hospitals with 80,000 employees. They have a strong focus on building a culture of recognition for all the exceptional things that are happening within their organization every day.

Phase 1:

Tenet's first goal was to standardize their Service Award Program throughout the organization. They have launched a program that focuses on the following:

- Creating a consistent Tenet 'message / look and feel' with their program, including website, printed materials, and automated E-Cards for the day of anniversary.
- Putting employee names 'in lights' when they are celebrating a highlight year anniversary, both on the program website and on their company intranet and tv's.
- Further engaging managers & peers in the recognition process by using technology to 'alert' Managers of upcoming employee anniversaries, and directing them (and Peers) to a recognition site designed to send employees E-Cards that arrive on the day of their service anniversary.



Phase 2:

Tenet's second goal has been to understand all the different ways employees are being recognized throughout the organization (i.e. Gift Cards, Cash, Points, Parties, Days Off, etc.) and create a formalized process that will allow them to:

- Budget appropriately for all recognition.
- Track who is awarding and who is receiving recognition.
- Provide an electronic process for giving recognitions, including approval processes.
- Provide a social aspect, including a way to highlight the positive things employees are doing to earn recognition and a way for others to 'comment' and/or 'like'.
- Provide a one-stop place for employees to go to redeem awards.
- Provide appropriate information to Payroll for tax purposes.

Tenet has created a platform that may be customized by each hospital to include their specific traditions/programs, while retaining a consistent messaging look and feel that Tenet is focused on in building their Culture of Recognition.