



Nomination Guide



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1. Purpose

The **Atrium Health Pinnacle Award** recognizes, rewards, and honors the accomplishments of teammates who carry out **Our Culture Commitments** in the work that they do with each other, for our patients and in our communities. The following are our Commitments and criteria for Pinnacle Award nominations:

We create a space where all **BELONG**

We **WORK AS ONE TEAM** to make great things happen

We earn **TRUST** in all we do

We **INNOVATE** to better the now and create the future

We drive for **EXCELLENCE** – always

The award is the highest accomplishment a teammate can receive at Atrium Health for individuals who:

- Go above and beyond performing work-related duties
- Add value to Atrium Health and the community in which they serve
- Reinforce the importance of our Commitments to others
- Simply provide the “extra touch” to our teammates, patients and their families

This is an opportunity for teammates across the Southeast region, including Greater Charlotte, Atrium Health Navicent, Atrium Health Wake Forest Baptist, Atrium Health Floyd and our regional partners, to recognize their fellow teammates by submitting nominations for the 2023 Pinnacle Award. **In 2024, we will expand/modify this program to include our partners in the Midwest region.**

2. Key Dates

Nominations open	Monday August 7, 2023
Nominations close	Friday August 25, 2023
Nominees Notified	Thursday October 5, 2023
Finalists receive notification	October 17, 2023
Surprise Patrol visits Honorees	October 30 to November 13, 2023

3. Definitions

Throughout this guide, we will refer to teammates using the following key terms:

- **Nominee** – An Atrium Health teammate who has had a nomination form submitted on their behalf by a teammate.
- **Finalist** – An Atrium Health teammate who has been selected as one of the nominees who will be considered by the 2023 Pinnacle Award selection panel as an honoree.
- **Honoree** – An Atrium Health teammate who has been named by the selection panel as a recipient of the 2023 Pinnacle Award.

4. Eligibility and Nominations

Eligibility

- Nominees must be employed by Atrium Health, including Greater Charlotte, Atrium Health Navicent, Atrium Health Wake Forest Baptist, Atrium Health Floyd and our regional partners.
- Full-time and part-time teammates are eligible.
- Nominations can be submitted by all Atrium Health teammates.

Nomination Criteria

The Pinnacle Award nomination criteria outline the areas that are used to distinguish Pinnacle Award honorees. The selection panel will use these criteria to evaluate each nominee. Specific examples will help distinguish unique traits about the nominee's characteristics for selection as a Pinnacle Award Honoree. Nominations must be submitted between **Monday, August 7 and Friday, August 25, 2023**, for the nominee to be considered for the 2023 Pinnacle Award.

Our Culture Commitments

Our Culture Commitments set the tone for the culture we have at Atrium Health. We expect excellent patient care and customer service, and strive for the highest level of patient, teammate, and physician engagement.

When nominating a teammate, please thoughtfully comment on how the nominee exhibits behaviors of **Our Culture Commitments**:

We create a space where all **BELONG**

We **WORK AS ONE TEAM** to make great things happen

We earn **TRUST** in all we do

We **INNOVATE** to better the now and create the future

We drive for **EXCELLENCE** – always

Making a Difference

Describe how the nominee has made a difference in the lives of our patients, their families, teammates, and the communities we serve. This may be a specific occurrence or special event that took place, or it may be the way the teammates interact each day. Nothing is too small for a nomination.

Additional Achievements

Provide any additional information about why you believe this nominee deserves the Pinnacle Award. Examples may include, but are not limited to, noteworthy accomplishments, community involvement and self-development opportunities.

5. Pinnacle Award Process

Nomination

- All nominations must be submitted using the 2023 Pinnacle Award Nomination Form by visiting the [Recognition and Rewards Platform](#).
- Handwritten or incomplete forms cannot be accepted.
- All nominations must have completed the routing and approval process, on or before the end of the day on **Friday, August 25**.

Selection of Finalists

- Each region/division will narrow all nominations to the designated number of finalists allocated for 2023.
- Finalists will receive notification and recognition of finalist status.

Selection of Honorees:

- Pinnacle Award selection panel, comprised of past Pinnacle honorees, will select 15 honorees from the 100 finalists submitted by the division.
- HR will conduct background checks and final teammate file reviews for each honoree. HR will then notify the honoree's manager/supervisor and division administrators.
- Surprise Patrol visits honorees at their work locations to recognize and notify them of their accomplishments.

6. Recognition

Being nominated for the Pinnacle Award is an experience our teammates should be proud of. To help our teammates show they are **Atrium Health Proud**, each step of the nomination process will recognize our teammates in a meaningful way:

Nominees

- All nominees will receive a letter of recognition along with a copy of their nomination(s) mailed to their home.

Finalists

- Special recognition box from their leadership team to include:
 - Special badge ribbon
 - Desktop memento

Honorees

- Honorees will be recognized by the surprise patrol at their work location.
- Honorees will be featured on PeopleConnect with their story and pictures.
- A special package delivered to the Honoree's home which includes:
 - A letter from the CEO
 - A Pinnacle Award badge accent with a ¼ karat diamond
 - A Crystal award.
 - A \$2,000 addition to their paycheck

7. Nomination Quick Reference

All nominations must be submitted using the **2023 Pinnacle Award Nomination Form** located on the [Recognition and Rewards Platform](#).

Nominations must be submitted by **Friday, August 25**.

Follow the instructions below to nominate teammates for a 2023 Pinnacle Award:

- Enter the teammate's **last name, first name** to search and select the teammate you are nominating. You may select teammates from any region or market across the Southeast for nominations.
- Enter the **Nomination Story**.
 - The Nomination Story should include how the nominee exemplifies Our Culture Commitments, makes a difference and any other additional achievements. Use the criteria below as you write the story for the committee to review:
 - **Be Specific:** List specific examples of how the nominee demonstrates our Commitments, how they Make a Difference and any additional information that would help tell their story.
 - **Provide examples with your action words:** Using action words are a great way to make sure your nominee is noticed. Instead of just saying "He is a great team player," elaborate on why he is a great team player. "He is a great team player because when he finishes his work, he consistently reaches out to other members of our staff to see what extra help we need to get the job done."
 - **Tell their story:** What really makes a Pinnacle Award nominee shine amongst their peers are their stories. Be sure to tell specific stories of how this nominee exemplifies each of our Commitments and how they go above and beyond both at Atrium Health.
 - **Be concise:** It doesn't have to be long to express what you are trying to say but remember to include examples.

Tip: Write your story in a Word document and then copy and paste into the Nomination Story box on the form.

Pinnacle Award Approval Process for Managers

The 2023 Pinnacle Award nomination process located on the Recognition and Rewards platform is open to all teammates across the Southeast enterprise.

- Once a nomination is completed an email with that nomination is sent to the leader of the nominee.
- The nominee is not notified until after all the nominations are in and reviewed by senior leadership.
- **We ask that the nominee's leader not share with the nominee, as a letter from the CEO along with their nomination story will be sent to the nominee's home. The leader will not need to forward the nomination on, and it can remain in their in-box on the platform.**
- At the end of the nomination period, reports will be given to the respective areas so they will be able to recommend their finalists to their EVP.

Pinnacle Award Division Review

The CEO Council and regional leadership will be assigned a certain number of nominees based upon the total number of nominations for their areas. The 100 finalists will be submitted to Joe Forquer, Director of Teammate Recognition, who will notate those 100 teammates as Finalists.

Those Finalists are then presented to the Pinnacle Award Selection Committee, who will choose the 15 honorees for 2023.

Contact Information

If you have questions about the 2023 Pinnacle Award, nomination process or the nomination form, you may email:

Joe Forquer

Director, Enterprise Teammate Recognition

Joseph.Forquer@AtriumHealth.org