

Excellence in Care Management Award

Local Award

Purpose: Presented in recognition of the distinct knowledge, qualities and teamwork demonstrated in daily work.

Eligibility: Any care management caregiver in Cleveland Clinic's Nursing Institute for at least three years. The nominee must have achieved "commendable" or higher on their last annual performance review and have no corrective action in the last two years. Past NEA honorees are eligible in the same award category after 10 years and in other award categories after 5 years. CNOs may make exceptions.

Process: Any caregiver, patient or visitor may nominate. Submissions will be scored during a double-blind review based on evidence provided by completion of the nomination questions. Honorees will be announced by the end of Nurses Week.

Instructions: Please **DO NOT** use the nominee's name when writing details but rather address as the **NOMINEE**. Answer each question completely, providing specific examples or descriptions as requested, including patient and other caregiver comments. When possible, provide quantitative data to support examples.

1. Describe how the nominee's work ethic provides a positive patient experience.
2. Describe how this nominee has embraced care management through teamwork and the development of strong relationships with patients, families and the interprofessional teams across the entire continuum of care.
3. Provide an example where you have seen the nominee use H.E.A.R.T.
4. Provide an example of the nominee demonstrating a commitment to the professional nursing practice of care management (e.g., certification, mentoring, promotes best practices, presentations, publishing).
5. Provide at least three examples of how the nominee aligns with the Cleveland Clinic Values.