

Category 6. Excellence in Holistic Staff Engagement & Recognition

Objective: To celebrate hospitals that prioritize **staff well-being, motivation, and career development** through structured engagement, support systems, and recognition programs. This category evaluates how leadership builds a positive organizational culture that attracts and retains talent.

1. **Staff Satisfaction Surveys**
 - Conducted at least once annually
 - Action plans prepared based on findings
2. **Internal Communication**
 - Regular town halls or open forums
 - Feedback loops on policy/process changes
3. **Awards and Recognition Programs**
 - **Performance-Based Recognition** (Awards linked to measurable outcomes such as patient satisfaction scores, clinical quality metrics, or operational efficiency (e.g., lowest infection rates, highest service utilization, etc.).
 - **Leadership or Management-Nominated Awards** Recognition given based on nominations from department heads or senior leadership, using defined benchmarks (e.g., consistent professionalism, initiative in process improvement, or outstanding service delivery).
4. **Mental Health & Wellbeing**
 - Access to counselling services
 - Stress management sessions held
5. **Growth Opportunities**
 - % staff attending external/internal training
 - Internal promotions tracked
6. **Team Building**
 - Cross-functional projects or retreats
 - Celebration of festivals and events
7. **Work-Life Balance**
 - Flexible shifts or leave policies documented
 - Feedback from staff on work hours
8. **Innovation Culture**
 - Suggestion schemes or innovation challenges
 - Ideas implemented with recognition
9. **Exit Interview & Retention**
 - Exit interview completion %
 - Annual retention rate of staff
10. **Leadership Accessibility**
 - **Regular Time Set for Staff to Meet Leaders** (e.g., monthly Q&A or feedback sessions)
 - **Opportunities for Staff to Contribute to Key Decisions** (e.g., involvement in committees or planning discussions)