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Sunflower Award: CNO Organizational Influence Beyond Nursing

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Background

- A Chief Nursing Officer's (CNO) influence extends beyond Nursing to other members of the clinical team.
- During the February 2020 Clinical Partner (CP) and Technician (Tech) "Breakfast with the CNO", a CP proposed a recognition program like the DAISY Award for recognizing extraordinary care of nurses.
- Understanding the strategic priorities of the organization included staff engagement and satisfaction, the CNO embarked on an innovative initiative to implement a recognition program for CPs and Techs within the hospital.

Project Goals/Objectives

- In response to staff feedback, goal of initiative was to implement a program to recognize CP and Techs across one acute care hospital with the overarching goal to expand the program within the entire healthcare organization.



Methods of Implementation

- Following the proposal of the CP/Tech recognition award, named the SUNFLOWER Award, the CNO collaborated with the Chair of the Professional Development Council to facilitate an award process.
- Award process requires submission of nominations for CPs and Techs from all departments across organization.
- Hospital senior management group approved CNO's proposal for SUNFLOWER Award program.



For an Extraordinary Partner
 in Nursing Care

- S** Service-oriented by anticipating & meeting customer needs.
- U** Unafraid to challenge usual ways and comes up with new, unique ideas.
- N** Nurtures a positive attitude in interactions.
- F** Follows through and meets commitments.
- L** Learns by asking questions, learning and applying new skills.
- O** Owns practice by holding self accountable to be his or her best.
- W** Works well with others regardless of differences.
- E** Embraces dept. goals and works to achieve them (eg. Patient satisfaction).
- R** Respectfully provides service in line with Baptist Health values.

Outcomes

- Third quarter of 2020 SUNFLOWER Award rolled out.
- CPs and Techs expressed gratitude for having a mechanism to be recognized for the extraordinary care they provide, in an identical fashion as the nurses are recognized with the DAISY Award.
- Since its inception, five CPs or Techs have received the SUNFLOWER Award.
- Additionally, all nominated CPs and Techs have received recognition in the form of a recognition letter and pin.
- With success of SUNFLOWER Award program, other entities within healthcare system started rolling out program in December 2021.

Discussion

- Project validates CNO's organizational influence beyond nursing.
- Promoting and supporting a Magnet culture of nursing excellence, puts the CNO in a prime position to promote excellence outside of nursing within the organization, and beyond.

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