

Values in Action Guideline Information

Maintaining the Integrity of the Asante VIA program

The Values in Action program was created in 2001 to provide a venue for patients and co-workers to recognize employees who exemplified Asante's 5 core values - Service, Teamwork, Honesty, Respect, and Excellence. While there are very few guidelines, we would like to remind management and supervisory staff of the following points:

- **Values in Action cards should be unsolicited.** VIA e-cards can be submitted online at Asante.org/VIA if a patient or visitor chooses to recognize an employee for going "above and beyond." For patients and visitors who are unable to access the online form, there is a VIA hotline phone number they can call and leave a voicemail. Cards with VIA information are distributed throughout Asante facilities.
- **The program is designed to recognize employees on an individual basis.** We are not able to process cards addressed to "the entire department/unit" etc.
- **Sign card if submitting to a co-worker.** We are not able to process anonymous cards from co-worker to co-worker.
- **VIA's should be presented in a public setting** - Staff meetings are ideal. You don't have to read the entire card aloud. For example "The following people had exemplary VIA cards written to them this month...and I have posted copies in the break room so everyone can view them at their leisure."
- **Feedback should be timely** - Please present cards in the month that you receive them. VIA recipient names are listed in the Asante News and cards need to be received before the employee reads about it in the newsletter.
- **Coach staff to provide first and last names** when writing cards to their co-workers. Countless hours are spent trying to track down "Mary in General Med"
- **The Values in Action program was created with the guideline of one appliqué per month, regardless of the number of cards received.** There are some highly visible positions across Asante that receive many cards per month. There are other employees who have very little or no interaction with those outside of their department. The importance is in receiving the feedback and acknowledgment for a job well done.
- **Cards are processed in the month that they are received.** Sometimes patients will include the date of service and send cards at a later date.

Thank you for your assistance in making the Values in Action program a continued success.