

Monthly Values in Action Program FAQ's



➤ **How does the monthly Values in Action (VIA) program work?**

This program recognizes employees who demonstrate our values of Excellence, Respect, Honesty, Service and Teamwork. Special I.D. badge appliqué are awarded to nominees and presented by their managers. Once an employee receives an specific number of appliqué, they will be eligible for different badge levels.

➤ **How do I submit a VIA?**

VIA's can be submitted electronically (e-card*). This is the only way a VIA should be submitted between Asante employees, and the preferred way for patients and visitors to submit a VIA. There is also a VIA Hotline* phone number that has been set up for patients and visitors who do not have access to the online form.

➤ **I want to recognize a co-worker, what is the best way?**

The best way to ensure prompt processing is by submitting an e-card* with the employees full first and last name. Co-worker to co-worker cards must be signed and will not be processed if submitted anonymously.

➤ **What happens if I submit a VIA for someone, but don't know the person's last name?**

We try to figure out the last name, but if we can't the employee will not be recognized and given the VIA. We ask that employees find out the last names of fellow employees. Don't be afraid to ask the person you want to recognize (or their manager, or a co-worker) what the individual's proper first and last name is.

➤ **Can I put more than one name on a VIA card?**

If you have multiple people you would like to recognize, you must complete a card for each person so that each individual can receive an original commendation card. Copying and pasting text into an e-card* is an easy way to do this.

➤ **I lost the VIA comment card that came with my appliqué. Can I get another copy?**

VIA's that are submitted electronically (e-card*) can be reprinted. Copies of paper VIA cards are not kept on file.

➤ **Why did I receive a VIA card in March, but it was written in January?**

E-cards* are processed in the month they are received. However, if the last name of the recipient is missing or incorrect, it may take time to identify the proper recipient and the card won't be processed until that information is known.

➤ **I think I have reached the next badge level, what do I do now?**

Email staci.putnam@asante.org or myVIA@asante.org to verify your appliqué count in the Values in Action database. A badge upgrade authorization form will be interoffice mailed to the employee upon verification of appliqué count.

➤ **I received more than one VIA card this month, why can't I get that many appliqué's?**

Employees are only eligible for one appliqué per month, regardless of how many VIA cards they receive. A "gold berry" will be given in place of the "blueberry" appliqué if an employee receives more than one VIA card in a month, to symbolize that more than one VIA was received.

➤ **Where can I get the informational VIA cards to hand out to patients and visitors?**

Contact Staci Putnam at staci.putnam@asante.org or email myVIA@asante.org.

➤ **Some of my appliqué's fell off my badge. Can I get replacements?**

Sure, contact Staci Putnam at staci.putnam@asante.org or email myVIA@asante.org.

**Send a Values in Action e-card by searching "VIA" on the myAsanteNET, by visiting Asante.org/VIA or by scanning the QR code with your smart phone or tablet. QR codes and the VIA Hotline phone number are located in the VIA boxes throughout Asante hospitals and clinics.*