



# Employee Suggestion Program

**Purpose:** Bright Ideas is an innovation and improvement program that solicits suggestions related to our 5 pillars of success which are people, quality, service, growth and finance.

**Focus:** Improve quality of care, patient safety and financial viability of the organization.

**Committee Members Responsibilities:** The team consists of selected hospital employees appointed bi-annually. Responsibilities include reviewing ideas and deciding which to forward to the manager of the department(s) that would be affected, manager response follow-up, employee notification/reward delivery when applicable, updating the status of ideas on the HC QuickClick, tracking all bright ideas submissions, and coordinating contests requested by hospital administration.

## Participation Eligibility:

All HCMH employees and managers including Sodexo, Bio-Med, Contract Transcription, and Radiation Oncology employees are eligible.

**Suggestions will be honored for a period of one year. If a suggestion that was originally denied is subsequently implemented within the one year time period, the original submitter will receive the award. If you feel your idea has been implemented without recognition please contact the Bright Ideas team.**

## Eligibility Requirements to be Considered a Suggestion:

- Must not be within the employee's authority or responsibility to implement. Please note employees are welcome to submit suggestions that relate to their area but will not be rewarded if it is a job expectation.
- Must not be already under consideration or in the implementation process.
- Must not concern personal grievances or complaints.
- Must not concern policies or procedures that are not being followed or that are not being applied properly.
- Suggestions regarding supplies must go through materials management for review.
- Suggestions that are deemed departmental issues will be sent to the appropriate department manager. These are welcome suggestions and will be handled within each specific department and do not qualify for the Bright Ideas Rewards.
- Suggestions regarding signage, safety concerns, patient satisfaction, or physician satisfaction are welcome and will be forwarded to the appropriate team for review but will not be eligible for Bright Ideas Rewards.

## How to Submit an Idea:

Click the HC QuickClick icon on any hospital computer, go to Pursuit of Excellence icon on the right side of the page, select the Bright Idea's icon under the Passages Team heading, then "Click Here to Submit an Idea". You must complete the electronic submission form in its entirety and click the submit button in the bottom right corner. If you have specific recommendations as to how to implement, include these with the suggestion as it may make the suggestion more acceptable to the receiving department.

## Review Process:

Your suggestion will be reviewed at the next Bright Ideas Team Meeting. If the suggestion meets the suggestion eligibility requirements, it will be assigned to team member for follow-up. The team member responsible will send the manager of the department the suggestion may affect a manager analysis form for completion.

The manager has 14 days to respond with an analysis of the suggestion. The manager's response will be reviewed at the next committee meeting. If the manager agrees that the suggestion is implementable the employee will be notified via the contact information on the submittal form and rewarded base on the applicable reward criteria.

If the suggestion does not meet the suggestion eligibility requirements or is deemed as not implementable at any time during the process, the employee will be notified of the reason via the contact information on the suggestion submittal form.

The status of submitted ideas is available for view anytime through the HC QuickClick icon on any hospital computer. Click on the Pursuit of Excellence icon on the right side of the page, select the Bright Idea's icon under the Passages Team heading, and then Click on "Status of Ideas Submitted".

## Rewards:

Rewards for cost savings or revenue generating suggestions are subject to all applicable state and federal taxes. Employees will receive their reward after implementation is complete. (Please note: the review and implementation process may take 30-90 days dependent upon the type of suggestion.)

| Type of Suggestion  | Reward  |
|---|---|
| Non-Cost Savings or Revenue Generating                    | One Reward Ticket that allows the employee a choice of a HCMH Café Meal Ticket, Gift Shop Ticket, or a Movie Ticket |
| Cost Savings or Revenue Generating Suggestions \$500 or > | \$50 Visa Gift Card   |
| Cost Savings or Revenue Generating Suggestions < \$500    | Two Reward Tickets that allow the employee a choice of a HCMH Café Meal Ticket, Gift Shop Ticket, or a Movie Ticket |

## Approvals:

All decisions are subject to administrative approval and are considered final.

