

Upland Hills Health The Kaye Walsh Spirit of Optimism Award

Purpose:

The purpose of this award is to recognize a physician, volunteer, or Upland Hills Health employee who exemplifies a spirit of optimism and excellence in customer service when serving patients, families, and colleagues at Upland Hills Health.

The Kaye Walsh, RRT, Spirit of Optimism Award is dedicated to Kaye's family, loved ones, and radiology colleagues.

Nominations are solicited annually during the "call for nominations" period in early January with the award presented during the Upland Hills Health Awards banquet. The first award was presented at the awards banquet 2001. Barb Lawler (now retired) was our first winner. Subsequent winners are announced and posted on the uplandhillshealth.org website.

Criteria:

Nominees should have actively demonstrated a positive attitude and spirit of optimism in interpersonal communications in dealing with patients, families, and co-workers. This positive attitude and spirit of optimism would be demonstrated through excellence in customer service and "People Difference" skills. Examples of positive behaviors would include:

- Courtesy and politeness
- Concern for patients/residents' well being
- Sensitivity and prompt responsiveness to patients/residents' wants and needs
- Cooperation with and helpfulness to patients/residents, family, physicians, visitors, and employees
- Pride in self, profession, and organization
- Respect for other human beings
- Provision of care with sensitivity and responsiveness
- Problem solving in thoughtful and appropriate ways
- Assuring that work conversations are positive and that words put the best construction on everything
- Enhancing harmony and cooperation in our organization in order to communicate our goodwill to those we serve
- Creating a team environment within the work setting
- Encouraging and mentoring peers and co-workers
- Providing support and counseling to patients and families
- Providing guidance and encouragement to students in health career fields
- Positive outlook and an overall spirit of optimism.

Required Nomination Format:

Deadline: The deadline is typically in **January**. **All nominations must be received prior to the announced deadline.**

A written submission to include the following:

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- a. Name of the Nominee
- b. Address of the Nominee
- c. Work phone number of the Nominee
- d. Name of person making the nomination
- e. Address of person making nomination
- f. Daytime number of person making nomination

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- a. A 1-2 page narrative describing how the nominee meets the described criteria.

A nomination committee of 3 people will review the submissions and select the winner. Committee members include a representative from radiology, a representative from the CPI steering committee, and an instructor in the people difference program.

The winner will be announced annually at the Upland Hills Health Awards Banquet. The winner will be given a plaque in recognition of the award..

Kaye Ann Walsh, RTR, RDMS

October 10, 1959 - September 22, 1999

Kaye Walsh devoted 17 years to serving patients at Memorial Hospital of Iowa Co., Inc. After graduating from the University of Wisconsin School of Radiologic Technology in 1980, Kaye worked for two years at the University of Wisconsin Hospital. In 1982, Kaye joined the MHIC team as a radiology technician. After four years as a staff technician, Kaye became the Director of Radiology. Kaye repeatedly demonstrated her expertise in radiology, her concern for patients and their families, and her dedication to her employees and our organization.

In 1988, Kaye became our first and, at that time, only certified ultrasound technician. From that point forward, Kaye was “always on call” for emergency ultrasounds. Kaye’s interactions with patients were filled with empathy and optimism. Because of the nature of ultrasound work, Kaye was often the first person the patient saw after hearing from the physician that a cancer diagnosis was being ruled out. This is a fearful time in a person’s life. Because of Kaye’s care and concern, it was not unusual for patients to bare their souls and share their fears about what the future might bring. It was in these instances that Kaye’s positive attitude and spirit of optimism was most significant. Countless patients have expressed that were it not for their interaction with Kaye, they would have felt despair at their potential diagnosis—instead, they were able to maintain hope that they could face the challenges that lay ahead.

Kaye was equally empathic and supportive of her employees and co-workers. Whenever a new health care or radiology requirement was mandated, Kaye very positively approached how the new requirement could be met. Her department consistently received high ratings on surveys and inspections. She loved her co-workers and their families and promoted a family-like atmosphere in her department that can best be described as a “terrific team.” The optimism Kaye demonstrated throughout her own courageous battle with cancer was an inspiration to those who knew her. For those who knew and worked with Kaye, memories of her smile, her optimism, her helpfulness, and her incredibly positive spirit will live forever.

**Kaye Walsh Spirit of Optimism Award
Scoring Tool**

Name: _____

Category	Maximum score	Score awarded
<p>Demonstrated positive attitude and spirit of optimism Consider the following: Pride in self, profession, and organization Courteous and polite Positive outlook and an overall spirit of optimism Positive attitude is role model for others. Approaches tasks as though the “jar were half-full instead of half-empty” Approaches new challenges with a “can do” attitude Assures that work conversations are positive and that words put the best construction on everything</p>	40	
<p>Demonstrated excellence in customer service Consider the following: Concern for patients/residents’ well being Sensitivity and prompt responsiveness to patients/residents’ wants and needs Cooperation with and helpfulness to patients/residents, families, physicians, visitors, and employees</p>	25	
<p>Promotes excellence in People Difference skills Consider the following: Demonstrates empathy toward patients/families/co-workers Treats others with dignity and respect. Enhances harmony and cooperation in the work setting in order to communicate our goodwill to those we serve Creates a team environment within the work setting Provision of care with sensitivity and responsiveness Promotes honesty and maintains integrity in word and deed.</p>	25	
<p>Provides support and encouragement to others Consider the following: Provides support and counseling to patients and families Provides guidance and encouragement to students in health career fields Encourages and mentors peers and co-workers Helps to solve problems in thoughtful and appropriate ways</p>	10	
Total:	100	

Scored by: _____