



Award for Commitment to Excellence (ACE)  
June 2020

**ACE Nominees**

- ▶ Mike Filipe, IT Manager
- ▶ Deb Souza, RDH
- ▶ Julie Wentzell, LPN
- ▶ Dan Simoneau, ANP, Clinic Director
- ▶ Christine DaSilveira, Dental PSR
- ▶ Michelle Peixoto, LPN Supervisor

## Michelle Peixoto, LPN Supervisor – 2020 ACE Winner

- ▶ She consistently gone above and beyond with any work-related duties.
- ▶ She is one of the first to arrive in the morning and one of the last to leave.
- ▶ She works on weekends and vacations and even checks in when she is off to make sure her staff and peers are doing okay.
- ▶ She attempts to create a positive environment despite the overhanging pandemic and allows for levity in times of stress.
- ▶ She continually tries to offer improvements to optimize efficiency.
- ▶ If there is a job to be done she will absolutely do what she has to do to get it done.
- ▶ She advocates for her staff for appropriate representation during leadership meetings.
- ▶ There was an instance where the COVID testing lab pickup did not arrive as expected and the clinic was closing. Michelle took the samples to her home to ensure they would remain viable and hand delivered them to the courier to ensure there would not be a delay in processing the samples over the weekend. This is the definition of above and beyond.



## ***Award for Commitment to Excellence (ACE)***

### **Purpose**

To recognize and appreciate employees that display a continued commitment to excellence that is aligned with the overall goals and objectives of HealthFirst. HealthFirst will strive to provide employees with a nurturing, respectful environment that encourages excellence and continuous improvement throughout the organization. ACE will also help increase employee morale and retention.

### **Criteria**

The criterion establishes a baseline of the behaviors, actions, and accomplishments that are sought-out for employee recognition.

### **A) Behaviors**

Below are the behaviors a nominee should demonstrate.

**H - Honest:** Maintain the highest level of professionalism and ethical standards.

**E - Empathetic** – Demonstration compassion for patients and co-workers.

**A- Attitude** –Project a positive attitude.

**L - Loyal** – Support HealthFirst’s mission.

**T - Teamwork** –Encourage teamwork, work well as part of a team, and provide mentoring to others.

**H - Helpful** – Provide assistance to patients, co-workers and others.

**F - Friendly** – Demonstrate friendliness and kindness to patients, co-workers and others.

**I - Innovative** - Eager to think outside the box to continuously improve processes. Bring ideas forward.

**R - Respectful** - Treat patients, co-workers, and others with respect.

**S -Self- Motivation** – Enthusiastic to come to work and do their job.

**T - Timely** - On time and prepared for work and stay late when needed.

### **B) Actions**

1. Department Specific (this list is to be used as a guideline and is not all encompassing)

- a. Going above and beyond job duties
- b. Creating a positive environment
- c. Bringing forward cost saving or efficiency ideas
- d. Helpful to others in the organization (patients and co-workers)

2. Peer input

- a. Recognition from peers for efforts

3. Participating in department meetings and work groups

- a. Volunteer at HealthFirst events
- b. Participate in HealthFirst communities, work groups and in departmental meetings.

### **C) Accomplishments**

4. Department specific (these are examples and to be used as a guideline)

- a. Examples: No sharp injuries, increased patient flow by 10%, brought forward a CI idea that helped minimize patient no show rate by 5%, suggested a training that was important to the department’s continued growth.