

Policy Title: **COMMENDATIONS/CERTIFICATES OF MERIT**No. **C - 5**

Board App. 3/21/13

Effective: 4/1/13

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I. Policy

The Northwest Community EMS System believes that System members and persons who interact with EMS patients should be recognized and celebrated for superior achievement.

II. Eligible recipients

- A. All System members or members of a hospital healthcare team who provide meritorious emergency medical dispatch, on-line medical control,(OLMC) and/or care for EMS patients
- B. Police and public safety officers/personnel
- C. Members of the lay public who perform CPR and apply an AED or perform as a Good Samaritan prior to EMS arrival.

III. Types of recognition

When submitting nominations, please consider the following criteria:

- A. **Letter of commendation:** Person provided care complying with best practice models, fully complying with standards of care in a manner that reflected positively on themselves, their organization, and/or the EMS System.
- B. **Unit citation:** Team award for excellent group effort
- C. **Certificate of Merit:** Action that demonstrated exceptional performance and commitment to outstanding patient care exemplifying the mission of the NWC EMSS.
 - 1. Performance of patient care with commendable skill while under significant stress, or requiring higher order thinking and critical reasoning to provide optimal care;
 - 2. Actions that placed a patient's safety and well-being above his/her own (within reasonable limits)
 - 3. Volunteerism/off-duty provision of care above and beyond the call of duty
- D. **Service Award:** Given for service as an leader, educator, preceptor, or committee chair and/or member for a substantial period of time in recognition and appreciation of distinguished service to the System in the development/advocacy of best-practice policies, procedures, standards, education, quality management, business intelligence, electronic media creation/support, and/or research.
- E. **Special Achievement Award:** Presented to recognize the significant contribution of a System member to a single project that has enhanced System function or achievement of an outstanding nature.

IV. Procedure

- A. If any System member believes that a colleague has performed in an outstanding manner, they should submit a recommendation for award on a Commendation Recommendation form along with supporting documentation to the EMSS Office at NCH.
- B. These will be reviewed by the EMS MD and EMS Administrative Director. Recommendations for a Certificate of Merit, Service Award or Special Achievement Award will also be reviewed by the Advisory Board or subcommittee thereof.
- C. If approved, awards, letters of commendation and unit citations will be issued to the recipient(s) with copies forwarded to employers and EMSCs and saved to the System EMS files.