

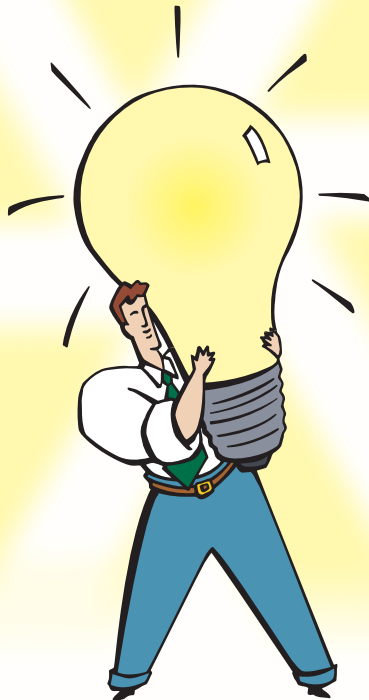
Human Resources Department



CONWAY REGIONAL
HEALTH SYSTEM

Employee Suggestion Program

*"Conway Regional Health System
is one of the best places to work."*



www.conwayregional.org

Do you have an ESP idea? We think you do.

By participating in the Employee Suggestion Program (ESP), an employee can make suggestions that bring about positive changes and make a difference for those who depend on Conway Regional. Making suggestions and generating ideas should be a part of our daily work.

To qualify as an ESP idea, it can be any suggestion to help us better serve our patients, employees, volunteers, physicians or community. Examples include:

- Saves time
- Reduces cost or increases revenue
- Promotes patient or public safety
- Improves customer service and/or patient satisfaction
- Improves quality
- Helps make Conway Regional “One of the Best Places to Work”
- Is within the scope of Conway Regional to implement

What is *not* an ESP idea?

Please do not submit:

- Work orders for repairing, cleaning or replacing items
- Current policies or ideas previously adopted
- Suggestions that are unrealistic or too expensive to put into practice
- Statements expressing frustration or complaints (there are other outlets for this feedback beginning with contacting your director)

Helpful questions to ask when searching for an ESP idea:

- Is there a better way of doing a particular task?
- Is the process outdated?
- How can I solve the problem?
- What have I heard someone complain about or wish for recently?
- What activities could be simplified or made faster or easier?
- What services would make a customer/patient’s experience better?
- Can I come up with a solution to a pet peeve or hassle?
- Why is Conway Regional spending money on something that is wasteful or does not add value?

How do I submit an ESP idea?

Employees can submit suggestions online via Conway Regional's Intranet site on the Human Resources home page under Employee Suggestion Program. Complete the ESP form and forward to HR@conwayregional.org. You may also print and complete the form and send to HR. Forms are also available on Meditech, Formfast and in the HR Dept, located near the employee elevators on the first floor of Conway Regional Medical Center.

Each employee ESP suggestion will receive a response from the ESP committee on a monthly basis.

What happens after I submit my suggestion?

The ESP committee will review the idea and may ask for follow-up information from the employee. The ESP committee will work with department directors, ELT, and others to determine the feasibility of implementing the idea. After investigation of the suggestion, the ESP committee will provide a written response to the employee on the committee's final decision of their idea within 60 days of submission.

If the suggestion is approved, the employee will receive an ESP Award to be given each quarter at the Quarterly Recognition Event.

The quarterly employee suggestion winner will have the option of selecting one of the following four awards:

- A designated parking spot near the medical center building for three months
- A free employee-only, three-month membership to Conway Regional Health and Fitness Center
- \$75 in Conway Regional certificates that can be redeemed in the Cafeteria or Gift Shop
- An incentive day (day off with pay at your regular base rate for an assigned shift not to exceed 12 hours)

Quarterly winners will also be eligible for an ESP annual award.

All employees who submit a suggestion during the quarter will be eligible for a drawing for an award for providing Conway Regional with your ideas and suggestions.

Submit your suggestion:

- Send this completed form to Human Resources through Distribution (mail room); or
- scan this completed form and email to HR@ConwayRegional.org; or
- fill out the form online and submit at InsideConwayRegional.org

