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In the allied healthcare workforce (P), how does the implementation of a formal recognition program (I) compared to informal methods of recognition (C) improve clinician engagement and retention? (O)

### Purpose & Problem

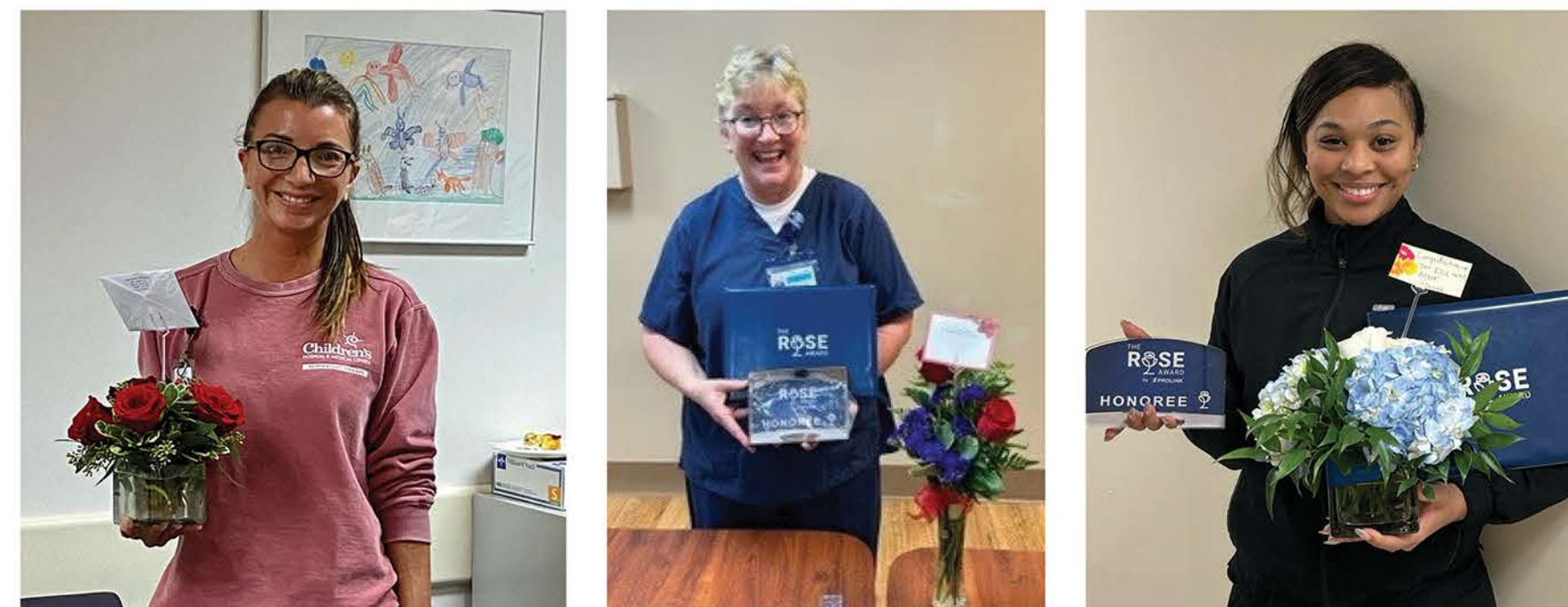
While nurses have long benefited from the deep satisfaction, pride, and professional growth associated with being nominated for or receiving a Daisy Award, the allied healthcare workforce has traditionally lacked a formal recognition process to honor clinicians who go above and beyond to deliver excellent care. Informal methods of recognition often include small gifts and cards, acknowledgement from managers and leaders, or words of gratefulness and praise from patients and families. Although these informal methods of recognizing allied healthcare workers can carry meaningful significance to those who receive them, it is unknown how the implementation of a more structured, formal process of recognizing excellent allied healthcare clinicians may build on this recognition and more richly enhance feelings of professional satisfaction and engagement.

### Background & Significance

Meaningful, formal recognition can enhance resilience, enhance clinician experience, mitigate burnout, and promote wellbeing. To bolster the retention and continued engagement of allied healthcare clinicians, it is critical to understand the role of formal recognition in this traditionally understudied and often overlooked workforce. This project aims to implement a formal recognition program and evaluate its initial effects on satisfaction and engagement outcomes in allied healthcare workers.

### Literature Review

Although the positive effects of formal and meaningful recognition are well-documented in the nursing literature, little is known about how similar efforts to recognize allied healthcare workers affect this workforce. Some research suggests that a lack of recognition may contribute to turnover and dissatisfaction in this workforce, but these effects are largely understudied. More research is needed to understand how recognition programs may affect personal and work-related outcomes in the allied healthcare workforce.



### Evaluation of Implementation

The ROSE Award was implemented by Prolink in 2023. The ROSE program, an acronym for Recognition of Service Excellence, was designed to formally honor and celebrate Prolink allied health staff who excel in the delivery of high-quality, patient-focused care. Those eligible for nomination include respiratory, physical, and occupational therapists, imaging and surgical technologists, psychologists, phlebotomists, Certified Nursing Assistants (CNAs), and medical lab technologists. Staff can be nominated by Prolink employees and clinicians, and staff at facilities where Prolink clinicians work. ROSE winners are widely recognized across social media pages and are given a certificate and plaque. Prolink evaluated the retention and successful finishes of the clinicians awarded this recognition. Since the inception of the program, a 91% nominee successful completion and retention rate on assignment has been achieved.

### Implications for Practice or Education

As shortages and supply challenges continue to develop in the allied healthcare workforce, it is imperative to ensure these workers receive enthusiastic and heartfelt recognition for the important role they play in delivering excellent care. Developing a formal structure for recognizing this work may serve to support a more engaged and satisfied allied healthcare workforce ready to meet the needs of patients and organizations across the country.

### Future Recommendations

The positive effects of formal recognition programs on allied healthcare workers' satisfaction, engagement, and retention within the profession should be further explored to improve and tailor award programs to offer the most meaningful recognition for this workforce. Prolink plans to continue this work with the overall aim of Prolink supporting and celebrating these valued team members. In the future Prolink will evaluate the impact and effects of the ROSE award nominees and winners via feedback to understand how this has enhanced their work and professional satisfaction and promoted engagement with their organization and their career.

### References

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