

THE HEALTHCARE RECOGNITION EXPERTS

Incentive Services is the partner of choice for hospitals and healthcare systems across the country. Through strategic recognition, brand management, and incentives, we help organizations elevate culture, engage employees, and inspire performance.



- Campuses in Minnesota, Arizona, and Florida, a network of regional clinics and hospitals, along with international locations and almost 85,000 employees.
- A decades-long partnership has evolved from service awards into a comprehensive, integrated recognition strategy all under a single platform.
- Initiatives such as service milestones, special events, holidays, gratitude programs, and other proprietary Mayo initiatives help foster a culture where employees feel valued and a strong sense of belonging.



- Six academic and community hospitals, four suburban healthcare and surgery centers, over 40 patient care locations, a home care group, an international division, and more than 32,000 employees.
- In Phase 1, a strategic framework was implemented that provided flexibility at the facility level to include early recognition, National Hospital Week, department week celebrations, and a variety of performance-based initiatives.
- Phase 2 further aligned enterprise harmonization to the overall structure, providing a stronger emphasis on creating equitable recognition opportunities to the entire enterprise, including consistent service awards, peer to peer, birthday, and leader to team member awards.



- Serving 2,600+ sites of care across 20 states and the United Kingdom, with a workforce of more than 300,000 colleagues.
- Phase 1 focused on implementing an enterprise-wide service award program to create consistency, improve impact, and save the organization over \$2,000,000.
- Future phases focused on implementing a core recognition strategy across the enterprise, with aligned supplemental initiatives at the division and location level.
- On average, this strategy delivers 12+ recognition touchpoints per colleague annually.



- Three regions, 13 hospitals, and over 37,000 employees.
- UCHealth sought to align disparate recognition programs into an enterprise-wide strategy reinforcing its brand and values while also allowing for regional flexibility.
- Employees receive, on average, more than 13 recognition touchpoints annually.
- Program data shows that employees who receive higher levels of recognition and appreciation are more likely to stay with the organization.





- In Phase 1, Kaiser Permanente sought a recognition strategy that reinforces its Common Purpose & Service Values, aligned with KP's Exceptional Care Experience.
- Through social recognition tools, employees recognize one another, share inspirational "Caring Moments" stories, and connect to the KP Common Purpose.
- Phase 2 focuses on scaling this core strategy across the enterprise to include more than 250,000 employees.



- 158 locations, 16 hospitals, 10 acute care facilities, with more than 24,000 employees.
- Phase 1 focused on implementing an enterprise-wide service award strategy to deliver more meaningful recognition for years of service, improve award value, and expand award choice to support a diverse workforce.
- Phase 2 expanded into special event recognition, including National Hospital Week and holiday initiatives, with custom gift strategies that reduced administrative burden.
- Phase 3 introduced an integrated, points-based recognition strategy across the enterprise, including special events, peer-to-peer, and leader recognition to reinforce behaviors aligned with core values. The organization continues to expand the platform with additional initiatives and location-level flexibility.



- The 6th largest Catholic healthcare system in the U.S., with 30 acute care and critical access hospitals, 15 specialty care hospitals, and 45,000 co-workers.
- Partnered with Incentive Services to create a consistent, enterprise-wide recognition strategy that reinforces core values while recognizing personal and professional moments that matter.
- A broad network of program ambassadors drive program awareness, adoption, and ongoing engagement.



- Six award-winning hospitals with more than 20,000 team members.
- Phase 1 focused on modernizing the service milestone program, introducing early recognition at one and three years, and enhancing onboarding to create a more meaningful team member experience.
- Phase 2 expands into additional points-based initiatives, replacing a range of cash and gift card programs.



- 14 hospitals, six long-term care facilities, and more than 100 sites of care, with over 16,000 employees.
- Essentia Health sought to align disparate recognition initiatives into a cohesive, system-wide strategy.
- The strategy includes milestone recognition, early-in-career recognition, birthdays, holidays, eCards, peer-to-peer and on the spot recognition, along with a variety of nomination programs and processes.

