



It's more than just a job...

Sodexo Motivation Solutions
Comprehensive Incentives
and Recognition

sodexo 

Quality of Daily Life Solutions

Health care is serious business. Successful incentive and recognition programs promote a feeling of achievement while helping to ignite a sense of passion and camaraderie among the entire team. Sodexo's experience with hospitals and other health care providers across North America has shown that recognition is a practice that works.

The truth is that providing excellent health care is about both ***individual effort and teamwork*** — and those who work daily to provide health care to millions of patients nationwide seem to be particularly motivated by the internal rewards received from both. But that can't be left to chance alone. Fatigue, disappointment, long hours and unrewarded hard work can eventually alienate even the most passionate and motivated employees.

As experienced providers of incentive and recognition programs to the health care industry, we provide solutions that help increase employee performance to address the challenges you will be facing now, and in the years to come.

- » High rates of turnover for skilled — and increasingly scarce — staff members including physicians, nurses, technicians and support personnel.
- » Increased pressure to meet stiffer CMS demands and gain higher HCAHPS ratings.
- » Greater competition for both patients and employees in an era of cost constraints.
- » Change and uncertainty in the health care industry due to rapidly changing demographics, escalating costs and regulatory issues.



Inspiring individuals and teams with recognition

For many individuals, working in health care is not just a job; it's a calling.

Throughout the organization, from senior administrators to medical staff and those who greet guests and answer telephones, helping to deliver excellent care to every patient, resident and visitor in a positive and compassionate environment, matters. These employees are the heart of your organization, and their jobs can be as demanding as they are fulfilling. **Our job is to help you ensure they remain as fulfilled and committed as possible, for as long as possible.**

Sodexo Motivation Solution's incentive and recognition programs help to engage, motivate and inspire individual and team performance through specific, customized programs based on your needs, which may range from the simple solution of an Incentive Gift Card reward program to a more comprehensive approach encompassing:

- » Discovery phase and evaluation of your current incentive and recognition program.
- » Interviews and analysis of your organization's mission, vision, values and objectives so they may be integrated into the design of a successful program.

- » Development of recommendations based on the program discovery phase.
- » Implementation of a flexible, easily managed program that will reward the individuals, teams and, ultimately, your organization, with the performance and return on investment to meet your most important goals.

A partnership built on experience

Our mission is to be the strategic partner of businesses and organizations by creating and delivering *Quality of Life* solutions that help improve our clients' overall performance and development. **Sodexo's certified Recognition Specialists have experience working with hospitals to design, manage and deliver a customized program that fits the needs of your organization.** We take pride in developing a strategic partnership with our clients, by ensuring we are providing the most current trends around employee recognition and aligning our recommendation with your business objectives.

Our Motivation Solutions

Incentives and Recognition

① DESIGN

Working with you to develop a motivation strategy and the programs to support.

② MANAGE

Managing the implementation and operation of incentive and recognition programs.

③ DELIVER

Delivering a wide range of options and support services that satisfy each person's needs and wishes.

Creating and maintaining motivation is a subtle art because every individual is unique, and so is every organization.
That's our Recognition Specialist expertise.

Sodexo services include:

- » Incentive solution consulting and program development.
- » Program management and customized communications, supported by web-based technology with powerful applications such as employee/patient nomination and feedback tool, reports and analysis, fulfillment and more.
- » Strategically designed collection of Incentive Rewards and Gifts.
- » Wide range of non-monetary Recognition Tools from health care specific toolkits to e-cards and more.
- » Branding to build awareness, pride and loyalty.

Incentive and Recognition Programs

Professional Recognition Events

- » Nurse's Week
- » Hospital Week
- » Physician's Day
- » Volunteer's Awards

Service Programs

- » Tenure
- » Retirement
- » Perfect Attendance

Internal Programs

- » Wellness Programs
- » Service Recovery Programs
- » Values/Mission Awards
- » Employee Referrals
- » Customer Service

Spot Rewards, Above and Beyond and Peer-to-Peer

- » Exemplary Patient Care
- » Collaborative Team Work
- » Education/Leadership Development
- » Employee of the Month, Quarter, Year



Ignite the passion and motivation to do good work

Technology

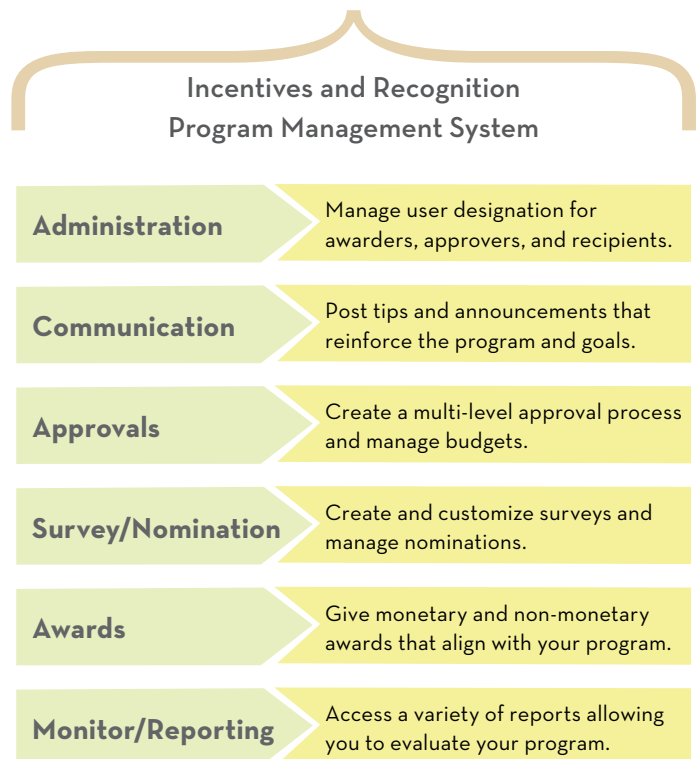
Sodexo Performance Suite software contains a powerful set of applications to support every facet of your incentive and recognition program. Web-based and intuitive, Sodexo Performance Suite helps you strategically and efficiently manage and administer multiple programs ranging from on-the-spot and employee-of-the-month to patient recovery.

Carefully designed with health care organizations, Sodexo Performance Suite reinforces and connects your program to your employees in order to achieve your key business objectives.

Sodexo Performance Suite includes:

- » Easy set up and administration.
- » A tailored website with your organization's look-and-feel, bringing your program to life.
- » A single communication hub.
- » Ability to segment access/visibility by employee group or program.
- » Reporting to monitor ROI.

Sodexo Performance Suite



Chances are, you already know us

Serving health care clients and their patients at more than 4,000 sites worldwide, we are a global leader in the health care market. Our comprehensive service solutions touch everyone staying or working in health care facilities, creating an efficient and attractive environment while making daily life more comfortable and reassuring. In addition, Sodexo is a global leader in Motivation Solutions, issuing more than \$18 billion in cards and vouchers to meet the needs of our clients.

Classified as one of the “World’s most ethical companies” by the Ethisphere Institute, Sodexo practices good citizenship around the world. Founded in 1999, The Sodexo Foundation, an independent charitable organization, has made more than \$12.7 million in grants to fight hunger in America. In addition, Sodexo was ranked number one of the 2010 DiversityInc Top 50 Companies for Diversity.

Begin Today!

To learn more about the ways Sodexo Motivation Solutions can help you engage, motivate and reward your employees, please contact us:

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SodexoMotivation.com