

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, drive organizational engagement, and increase employee retention and loyalty.

Elevating Cultures

Experts in Healthcare Engagement & Recognition



- Campuses in Minnesota, Arizona, and Florida, a network of regional clinics and hospitals, along with international locations and over 73,000 employees.
- Mayo Clinic initially partnered with Incentive Services to implement a system that recognizes tenure, reinforces positive behaviors, and improves overall employee engagement.
- Today, Mayo Clinic's program encompasses a variety of recognition initiatives including service awards, early recognition, values-based reinforcement, performance, and special recognition.



- 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.
- The second phase 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.



- 2,600+ sites of care in 20 states and the United Kingdom with more than 300,000 colleagues.
- Phase 1 focused on implementing an enterprise-wide service award program, creating consistency, and improving impact, while saving the organization over \$2,000,000.
- Future phases focused on implementing a core recognition strategy across the enterprise with aligned supplemental initiatives incorporated at the division and location level.
- This comprehensive strategy delivers on average more than 12 recognition touchpoints per colleague annually.



- Three regions with 13 hospitals and over 34,000 employees.
- UCHealth was looking to align disparate recognition programs to create an entity-wide strategy with regional flexibility while reinforcing the UCHealth brand and values.
- Employees on average receive over 13 recognition touchpoints annually.
- Recognition data within the UCHealth program shows those who have received a higher number of recognition & appreciation touchpoints are more likely to stay with the organization.



- In Phase 1, Kaiser Permanente was looking to develop a recognition strategy that would reinforce their Common Purpose and Service Values aligned to KP's Exceptional Care Experience.
- Through the use of social recognition tools, employees can recognize one another, share inspirational "Caring Moments" stories, and connect to the organization's Common Purpose.
- Phase 2 is focused on implementing this core strategy across the enterprise to include 250,000 employees.



- 158 locations including 16 hospitals and 10 acute care facilities with over 24,000 employees.
- Phase 1 focused on implementing an entity-wide service award strategy that provides a more meaningful way to recognize employees for their years of service, achieves better award value, and incorporates a broader award selection to appeal to OSF's diverse workforce.
- Phase 2 focused on special event recognition, fulfilling National Hospital Week and holiday initiatives with custom gift strategies, eliminating significant administrative burden from OSF.
- Phase 3 created an integrated points-based recognition strategy across the enterprise which includes special events, peer to peer, and leader recognition to reinforce targeted behaviors that align with their core values. OSF continues to leverage the platform to incorporate additional recognition initiatives with flexibility to customize at the location level.



- 12 entities and 30,000 employees.
- Incentive Services began working with UMMS to launch a comprehensive recognition strategy at just one location.
- Based on the success of this pilot, all 12 locations have been incorporated into the cohesive recognition platform with consistent strategies across the enterprise.
- Each location also has the flexibility to add their own specific initiatives.



- The 6th largest Catholic healthcare system in the US with 30 acute care & critical access hospitals, 15 specialty care hospitals and 45,000 co-workers.
- Partnered with Incentive Services to create a consistent recognition strategy across the enterprise reinforcing the organization's core values along with recognition of personal and professional moments that matter.
- A broad network of program ambassadors drive understanding, utilization, and engagement in the strategy.



- Six award-winning hospitals with over 20,000 team members.
- Phase 1 focused on modernizing their service milestone program, while incorporating early recognition at one and three years, and throughout the onboarding process to deliver a unique team member experience.
- Phase 2 incorporates additional points-based initiatives to replace a variety of cash and gift card programs.



- 14 hospitals, six long-term care facilities and more than 100 sites of care with over 15,000 employees.
- Essentia Health was looking to align myriad, disparate recognition initiatives into a cohesive strategy across the system.
- The strategy incorporates milestone recognition, early-in-career recognition, birthdays, holidays, eCards, peer to peer recognition, spot recognition, and a variety of nomination programs and processes.