



Fort Belvoir  
Community  
Hospital

# ACE Awards Program

*Recognizing Excellence*



Fort Belvoir  
Community  
Hospital



Colleagues,

Fort Belvoir Community Hospital's role in the National Capital Region Medical system, its position as a pioneer in the transition to joint military healthcare in the Department of Defense, and our unmatched staff and world-class facility have given us a unique role in defining the standards of excellence for the Military Health System as a whole.

A key part of building and sustaining excellence at Fort Belvoir Community Hospital is recognition of staff members who exemplify our Culture of Excellence while caring for customers, whether the customer is a patient or other visitor to the hospital, or a fellow staff member. The ACE Awards Program is designed to recognize staff for excellent customer care, and to promote sustained excellence throughout the organization.

The program includes three award categories, each offering various levels of recognition for excellence. The three categories include On-The-Spot, Service and Team awards, each of which are explained in detail in this booklet. Please review the opportunities for recognition and the incentives which may be awarded for sustained excellence.

Everyone in the organization is vital to the success of our Culture of Excellence, and the outstanding customer care our staff provides is far too important to be overlooked. I look forward to the recognition many will receive for a job well done. Thank you for your service!

*Charles Callahan*  
Col. Charles Callahan  
Commander

# ACE On-The-Spot Awards

## ACE Cards

The ACE Cards shown here are individual awards, presented by any member of the command team on-the-spot, after personally witnessing, or learning of excellence in customer care by a staff member.

Each card is awarded for different facets of customer care:

- The ACE of Clubs, for knocking down barriers to customer care
- The ACE of Diamonds, for priceless customer care
- The ACE of Spades, for digging to the bottom of a customer's need
- The ACE of Hearts, for a heart of compassion



NOTE: Staff members who earn all four suits of the ACE Cards (club, diamond, spade and heart) — referred to as the FBCH Full House — will automatically receive an ACE Gold Service Award, which is described later in this booklet.



## ACE On-The-Spot Awards (cont.)

### Commander and Senior Enlisted Leader's Coin

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The Commander / Senior Enlisted Leader coin is awarded on-the-spot by the hospital's commander or senior enlisted leader at their discretion in recognition of excellence.





# ACE Service Awards

## Award Categories

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The ACE Service Award is for individuals and its categories include:

- Silver Service Award
- Gold Service Award
- Platinum Service Award
- Civilian of the Year
- Civilian Exceptional Service Award

## Selection Method

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Staff members are nominated for ACE service awards using input from:

- Patients, through the hospital's Vital Signs feedback program (for patients only)
- Staff, through the IQ feedback program (for staff only)
- Culture of Excellence Champions (staff members who are "secret shoppers," so to speak)
- Culture of Excellence Awards Board (some awards will also require Command Awards Board approval)

Final decisions and approval for ACE Service Awards are made by the command staff.



# ACE Service Awards (cont.)

## ACE Silver Service Award

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Up to five staff members may be awarded the Silver Service Award each month.

Staff members who have earned the Silver Service Award will receive:

**Certificate**



**Preferred Parking Space (1 month)**



**Silver Service Award Coin**



## ACE Gold Service Award

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Up to three staff members may be awarded the Gold Service Award each month. In order to win this award, a staff member must have already been awarded the Silver Service Award, or must have been awarded all four suits of the ACE Cards (club, diamond, spade and heart) — referred to as the FBCH Full House. Staff members who have earned the FBCH Full House will automatically receive a Gold Service Award.

Staff members who have earned the Gold Service Award will receive:

**Certificate**



**Preferred Parking Space (1 month)**



**Gold Service Award Coin**



**Gold Service Award Lapel Pin**



**16 Hours Time Off Award**



**\$250 Cash Award**



**Achievement Award\***



\*Achievement Award only available for GS civilian employees.

# ACE Service Awards (cont.)

## ACE Platinum Service Award

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Only one staff member may be awarded the Platinum Service Award each month. In order to win a Platinum Service Award, a staff member must have already been awarded the Gold Service Award.

Staff members who have earned the Platinum Service Award will receive:

**Certificate**



**Preferred Parking Space (1 month)**



**Platinum Service Award Coin**



**Platinum Service Award Lapel Pin**



**16 Hours Time Off Award**



**\$500 Cash Award**



**Outstanding Service Award\***



\*Outstanding Service Award only available for GS civilian employees.

## Civilian of the Year

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Only one staff member will be recognized as the Civilian of the Year.

The staff member who earns the Civilian of the Year Award will receive:

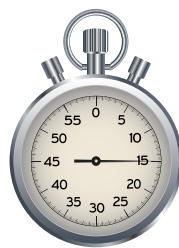
**Trophy**



**Preferred Parking Space (1 year)**



**16 Hours Time Off Award**



**\$1,000 Cash Award**



**Distinguished Service Award**

