

# Recognition / Compliment Management

Robert W. Strauss, MD, FACEP



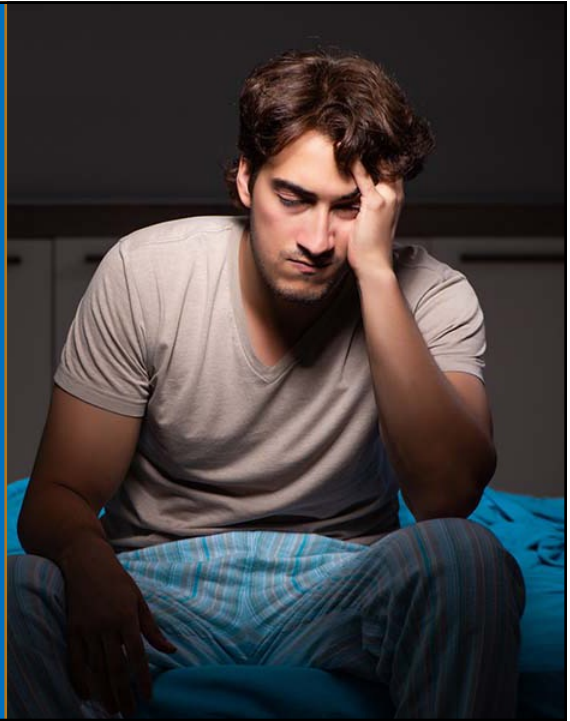
1

## The Compliment Management System

- Celebrating success
- Balancing the process
- Telling “the rest of the story”




2



3

## The Compliment Management System

- Give and take credit for the good work that you do
- Examples – T.C. and N.A.



**YOUR  
PICTURE**

4



Dear Dr. \_\_\_\_\_

We know that you were instrumental in saving our son Jim's life. We can't even begin to imagine our lives without him and are so grateful that he is healing. You are a very special person, and we would like to commend you and your staff for excellence in every area. We have a long road but are progressing. You will never ever be forgotten, and we will remember you in our prayers always. Thank God you were there.

God Bless You, Our Love

The \_\_\_\_\_'s

5

Dear Dr.

I've never met you, but I feel a great deal of gratitude for the kind of person you are. Nearly 2 weeks ago, my dear father-in-law, N.A. was admitted to the \_\_\_\_\_ ER following a massive stroke. You admitted him in the morning and pronounced him dead in the evening.

6

In the meantime, according to our family who were present with him, you were a clear strong honest compassionate presence.

N. was a bright light for those of us in his world. He was a deep thinker, a professor of E Asian Religion, a lover of poetry and music and beauty. We thank you for your help in allowing his safe and peaceful passage from this world.

With Gratitude

---

7

## Compliment Take-Homes – It's Easy

1. Create a system – 10 Minutes
  - a. Develop form
  - b. To and cc:
  - c. Perhaps a couple of phrases
  - d. Paste compliment
2. Start Program



8

# Recognition / Compliment Management

Robert W. Strauss, MD, FACEP



9

Dear Dr. Mariotti -

I just want to thank you for saving my life and for giving me such excellent care. Your concern, care and knowledge has made my recovery much easier.

Thank you so much for being the doctor that every patient should be so lucky to have.

Sincerely -  
e. g.

10



**ABC Medical Center**  
*Our Patients Are Our Mission*

Department of Emergency Medicine

To: Antoinette Simpson, MD, FACEP

CC: [Fill in]

Toni,



11

---

Assume the following letter  
was written about you...

12

My family and I are so grateful for the kind and professional treatment you gave my father \_\_\_\_\_, who was admitted on November 18<sup>th</sup>. The entire team was lovely, but you, in particular, made our experience at \_\_\_\_\_ unforgettable.

Clearly, your familiarity with dementia patient informed your approach to Dad, and to us. You let him know every small thing you were going to do before you did it...from closing the door, washing your hands, and every other aspect of your assessment.

Thank you, many times over for your compassion to us and your unrushed attention. As I mentioned that day, my daughter is an ED nurse at \_\_\_\_\_, and she deeply values physicians like you. They are in short supply.

Again, our very best to you and your team... With thanks.

13

---

Now complete the form  
the way you would like it  
to be completed...

14

# The Skill to Do Comes from the Doing

Cicero

15



16



So, I want to elevate morale,

NOW!

What can I do?

**START HERE**