

SERVICE EXCELLENCE AWARD

The Service Excellence Award is given to a non-pharmacist/technician individual who has demonstrated a sustained commitment to supporting the delivery of high quality Specialty Pharmacy service and patient care.

QUALIFICATIONS

- Nominee must be a support staff employee (not a pharmacist or pharmacy technician) of a NASP corporate member in good standing

EVALUATION CRITERIA

Nominee will be evaluated according to the following categories:

- SUPERIOR PATIENT CARE** 60%
- Provides exceptional care and support for patients, caregivers, clients, and/or members of the healthcare team in the delivery of superior patient care resulting in positive outcomes
 - Strives to make the patient journey and experience easier through service and support offered
 - Serves as an advocate for the patient
- INNOVATION AND LEADERSHIP** 20%
- Provides consistent and reliable counsel and innovative ideas focused on assisting members of the healthcare team in the delivery of superior patient care
 - Mentors and coaches other members of the healthcare team
- INDUSTRY ADVOCATE**..... 10%
- Have established and distinguished themselves as an exemplary advocate for the Specialty Pharmacy industry
- COMMUNITY INVOLVEMENT** 10%
- Exemplified themselves through their contributions to the Specialty Pharmacy community

SELECTION PROCESS

All nominations must be submitted to the Membership Committee by **August 13, 2021**. The NASP Membership Committee will review all nominations and score them using a blinded, unbiased, and weighted scoring process based on their merits according to the defined evaluation criteria.

NOMINATION PROCESS

- Individuals must be nominated by an NASP corporate or individual member in good standing
- The nominator is responsible for submitting a complete award nomination
- The nomination should include a 100-to-250-word narrative for each of the evaluation criteria sections describing why the nominee merits the award
- All completed nominations forms should be submitted to awards@naspnet.org

AWARD

The Service Excellence Award will be presented at the NASP Opening General Session at the NASP Annual Meeting on Tuesday, September 28 at 1 PM ET. The recipient will receive a trophy and complimentary 2022 Annual Meeting registration. The winner will receive recognition on the NASP website, in a press release, *The Advocate*, social media, and other NASP communication materials.

SERVICE EXCELLENCE AWARD NOMINATION FORM

NOMINEE

NAME: _____ TITLE/ROLE: _____

COMPANY/ORGANIZATION: _____

PHONE: _____ EMAIL: _____

NOMINATOR

NAME: _____ TITLE/ROLE: _____

COMPANY/ORGANIZATION: _____

PHONE: _____ EMAIL: _____

Note: It is important to provide specific examples of the nominee's significant, measurable contributions that resulted in this nomination. Please be as specific as possible in your descriptions to ensure appropriate evaluation during the selection process.

SUPERIOR PATIENT CARE 60%

Describe how nominee provides exceptional care and support for patients, caregivers, clients, and/or members of the healthcare team in the delivery of superior patient care resulting in positive outcomes and strives to make the patient journey and experience easier through service and support offered and serves as an advocate for the patient.

INNOVATION AND LEADERSHIP 20%

Describe how nominee provides consistent and reliable counsel and innovative ideas focused on assisting members of the healthcare team in the delivery of superior patient care, and mentors and coaches other members of the healthcare team.

INDUSTRY ADVOCATE 10%

Describe how nominee has established and distinguished themselves as an exemplary advocate for the Specialty Pharmacy industry.

COMMUNITY INVOLVEMENT 10%

Describe how nominee has exemplified themselves through their contributions to the Specialty Pharmacy community.

ADDITIONAL INFORMATION PERTAINING TO EVALUATION CRITERIA

If needed, provide any additional details you feel are important for consideration of the merits of the nominee.