

## BE AN OWNER!

Your 2008/2009 Bright Ideas can help Mather become the #1 Community Hospital in NY STATE!

## Ride the Wave of Bright Ideas

### SUCCESS CHECK LIST

Give yourself a goal to shoot for and write it down

My goal is \_\_\_\_\_ implemented ideas

**Make idea generation** part of your daily work. By doing this you will be seen as a person who brings continuous creativity and innovation to Mather

**Write your idea down** as soon as it comes to you. If you don't you will may forget it

**Be curious** and ask questions:

- Is there a better way of doing something?
- Is the process outdated?
- How can I solve the problem?
- What have I heard someone complain about or wish for today?
- What activities could be simplified, made faster or easier?
- What services would make the person's experience better?
- What solution to a pet peeve or hassle can I come up with?

## Bright Ideas Treasure Chest



Each SUBMITTED idea receives a snack token redeemable in the Bright Ideas snack machine in the employee cafeteria

Each IMPLEMENTED idea is worth 10 points.

Employees may elect to redeem their points for a immediate gift or bank them year-to-year to earn a prize in a higher level.

### Prize Levels

Amethyst	10pts	<b>Food for Thought</b> card redeemable in employee cafeteria (not to exceed \$4.50)
Pearl	30pts	\$10.00 Wal-Mart GC
Sapphire	50pts	\$20.00 Wal-Mart GC
Emerald	80pts	\$30.00 VISA Gift Card
Ruby	100pts	\$40.00 VISA Gift Card
Diamond	150pts	\$50.00 VISA Gift Card

### Monthly Drawings:

# of Winners	Prizes
2	Bright Ideas designated parking spaces, one in upper & lower parking lot
4	2 implemented ideas - \$20.00 Wal-Mart GC
4	3 implemented ideas - \$30.00 VISA GC
1	4 implemented ideas - \$ 50.00 VISA GC
1	Grand Prize for any implemented idea \$100.00 VISA GC



**Bright Ideas  
Making  
Hospital Improvements  
Through Diversity of Thought**



## Bright Ideas GOAL

Mather Hospital has set a goal of  
One (1) Implemented Idea per FTE /Year

## What is a Bright Idea?

A Bright Idea is an employee's suggestion for how Mather Hospital can better serve its patients, employees, volunteers, physicians or community.

- It supports a positive change
- It saves time
- It reduces costs
- It promotes safety
- It is within the scope of Mather's resources to implement

## What 's NOT a Bright Idea?

- It is not a work order for repairing, cleaning or replacing items
- It is not a current policy or idea previously adopted
- It is not a complaining tool for employee frustration
- It is not a suggestion that is unrealistic or too expensive to put into practice

## How Does Bright Ideas Work?

- Employees can enter ideas on the INTRANET
- Bright Ideas computer available in employee cafeteria
- Employees can enter ideas from home  
URL: <http://mather.brightideasmanager.com>
- Bright Ideas paper submission forms are available but computer submission is preferred.

## Benefits of the Bright Ideas Program

- Employees are heard!
- Employees feel a sense of ownership and accomplishment
- Employees become a part of the decision making process
- The people closest to patients and other customers suggest changes
- Morale increases
- Costs are reduced
- Quality, efficiency & productivity are improved
- It's FUN!



## Troubleshooting

- To report a computer issue call: IT X4224
- Questions about Bright Ideas call:  
Terri Quinn X4636 or Patty Zarb X5052

## The Bright Ideas Process

- Dept/Support Leader promotes and encourage employee participation
- Employee submits an idea on the Intranet at **Bright Ideas Manager™**
- Dept/Support Leader rewards with a snack token
- Dept/Support Leader reviews the Bright Idea and submits to the **Bright Ideas System** or works with the employee to develop the idea into an implemented concept
- The Dept/Support Leader that receives the Bright Idea responds to the originator of the Bright Idea within 30 days and:
  - a. accepts responsibility for the idea and sets target date for implementation
  - b. rejects responsibility and forwards to another person
  - c. closes the idea and states why the idea is not feasible
  - d. implement idea
- Dept/Support Leader receives monthly reports on ideas in the system and their status
- Dept/Support Leader recognizes implemented ideas

## Remember . .

You are the first to hear complaints, problems, praise and suggestions. What better fuel for a Bright Idea?

When your idea is implemented, spread the message by sharing your success story with co-workers. You'll find that your positive attitude and enthusiasm will result in even more Bright Ideas!