



How to Create a Peer-To-Peer Recognition Program

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A Peer-to-Peer Recognition Program allows members of the organization to acknowledge and share the outstanding work of those they work with. The goal of a recognition program is to promote a culture of gratitude and compassion.

Why is Peer Recognition important?	<ul style="list-style-type: none"> ● Gratitude has been shown to increase happiness and decrease depressive symptoms.¹ ● Support from people and systems in their environment were identified as important factors for physicians to sustain their humanism.² ● Recognition is a fundamental factor in professional fulfillment.³ ● Peer recognition programs promote a sense of a supportive community.⁴ ● Potential benefits include decreasing burnout⁵, increasing professional engagement, improving work performance⁶, reducing job turnover, and improving job satisfaction.
What principles should be considered?	<ul style="list-style-type: none"> ● Make gratitude part of the culture: Starting a committee to help promote the habit of recognition. ● Make it inclusive: Include as many department members as possible (trainees, faculty, department chair, CRNAs, etc.). This will enhance the sense of community and belonging. ● Strictly voluntary: Expressions of gratitude and praise should never be forced. ● Respect time: The modality used to collect recognitions should be simple, easily accessible, and quick to use. ● Maintain authenticity: Allow recognitions to occur organically, without too many rules. ● Be specific: Encourage participants to provide specific stories. “Did a great job” is less inspiring than a more specific description of exemplary behavior. ● Make it frequent and consistent: The boost in mental health from gratitude is temporary¹, and recurring expressions of gratitude are needed to maintain its benefits. Actively encourage and remind your department to use the peer recognition program. ● Make it public: Announce peer recognition in department-wide venues that are easily visible. Seeing public recognition will encourage others to engage in your program. ● Make it fair and transparent: If the recognition program is associated with rewards, make the selection process open, transparent, and with representation from the department.
What formats could be used for a Peer Recognition Program?	<ul style="list-style-type: none"> ● Physical “Wall” of recognition. ● Newsletter, E-mails, online/cloud-based platforms. ● Monthly department conference (e.g., grand rounds) announcement. ● Friendly competition: prizes (e.g., pins or “Golden LMA”) or “points” that can be traded in for bigger prizes.
Keep track of progress	<ul style="list-style-type: none"> ● Number of recognitions & participants: If involvement is slowing down, it could indicate a need for improvement in the program. Readdressing the principles above could be helpful. ● Professional satisfaction & burnout: You may see an improvement in these metrics. Sharing this can help sustain engagement in your peer recognition program.

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