



The True North Awards

The following six (6) awards are presented annually to Northern Light Health employees with an exemplary overall record.

True North Raising Quality Award

The Raising Quality awardee drives quality improvement through innovation, teamwork, and efficiency. The awardee establishes connections to foster collaborative learning and creative solutions. Working with others, the awardee enhances the effectiveness and efficiency of tools, workflows, and thought processes to achieve departmental, organizational, and system goals. The awardee sees solutions where others see barriers, breaks down silos, and maximizes resources.

True North Making Access Easy Award

The Making Access Easy awardee makes health and care accessible and straightforward to the people we serve. The awardee proactively mitigates barriers in order to remove distractions, enabling the entire care team, including patient and family, to focus time and energy on active participation in the care experience. The awardee demonstrates the highest level of personal accountability to ensure timely and direct connections to the resources best able to address needs.

True North Guiding the Way Award

The Guiding the Way awardee's efforts enable families and individuals to receive clear guidance through the care experience within the Northern Light family and across the entire healthcare continuum. The awardee shows great empathy, understanding the importance of active assistance and encouragement throughout the care experience. The awardee's efforts enable patients and families to be equipped with the knowledge necessary to receive the right care at the right time. The individual shows an exceptional understanding of our System, members, and our services in order to maximize the patient experience and is a selfless and compassionate provider of education, direction, and support.

True North Seeing the Individual Award

The Seeing the Individual awardee focuses on the needs of each person. The awardee recognizes the presence of both physical and social determinants that influence the health and well-being of our patients and that outstanding care requires not only addressing the symptom, but also the root cause. The awardee's efforts, directly or indirectly, have a profound impact on our ability to address the individual needs of those we serve.

True North Shining Star Award

The Shining Star embodies each of the True North Award criteria through unwavering preoccupation with raising quality, making access easy, guiding the way, and seeing the individual. The awardee tirelessly fosters a culture which provides the highest levels of health and well-being for all.

True North Constellation Award

The Constellation award is presented to a team of shining stars who collaborate to make healthcare work by raising quality, making access easy, guiding the way, and seeing the individual. Through their commitment to our promise, our patients, and one another, they visibly demonstrate that the whole is indeed greater than the sum of its parts.