Northern Sydney Local Health District

NORTHERN SYDNEY LOCAL HEALTH DISTRICT

QUALITY &
IMPROVEMENT
AWARDS

LEADERS IN HEALTHCARE | PARTNERS IN WELLBEING

2024 NSLHD Quality and Improvement Awards

Submission Guide

Northern Sydney Local Health District Quality and Improvement Awards celebrate the excellence of our nurses, doctors, allied health professionals, support staff and researchers. The awards put a spotlight on the hard work and delivery of programs and services which have made a real difference to the patients and families we care for.

There are nine award categories with a winner and runner-up awarded in each category. See page 2 for a detailed description of the award categories.

Award finalists may be selected for nomination to state and national awards (e.g. NSW Health Awards and Premiers Awards) where there is alignment with the categories.

Key dates

	2024 Dates
Entry • Seek 'in-principal' approval from your manager prior to starting work on your entry • Notify your local Quality Manager / Awards Co-ordinator of your intention to submit an entry. Find out the due date for local sign off • Complete the **entry form** (see [Awards website](#)) with your team. Seek guidance from a Quality Advisor or Quality Manager. • Seek local endorsement from your site General Manager, Service Director or Executive Director (for district wide projects). * Liaise with your site or service awards co-ordinator regarding your local sign-off process. *Endorsement via email will also be accepted.* Once the entry is endorsed, submit a <u>pdf and a word version</u> of the entry along with any attachments to NSLHD-Awards@health.nsw.gov.au	Open: **28 Feb** Local sign off date: *contact your local awards co-ordinator** Final closing date: **3 April** (by 5pm)
Finalists announced *Finalists may be requested to attend various media and communication activities prior to the ceremony.*	**23 May**
NSLHD Quality and Improvement Awards Ceremony	**17 June**

Award categories

1. Planetary Health Award

The NSLHD Planetary Health Award recognises initiatives that have identified and implemented a solution or change that contributes to improving the environmental sustainability of our hospitals and services and supports NSLHD to meet its net zero target.

This may include initiatives that have shown improved environmental, health and/or financial outcomes, such as a reduction in carbon emissions or waste, improved access to care, or providing efficiencies (see more about the 'triple bottom line').

The Award acknowledges programs, initiatives, projects and research which align with the NSLHD Planetary Health Framework and promote:

- Governance and evidence
  - planetary health research and innovation
  - establishing systems and effective governance structures
- Energy and assets
  - efficient use of resources including energy and water
  - reduced reliance on fossil fuels through electrification and renewable energy solutions
- Waste management and resource recovery
  - better waste segregation practices
  - the waste hierarchy (reduce, reuse, recycle) and increase diversion from landfill
- Procurement and capital works
  - establishing sustainable procurement processes
  - sustainable products and equipment
- Models of care
  - developing or strengthening high-quality, low-carbon models of care
  - a focus on value-based healthcare to improve patient experience and outcomes and reduce low-value care
  - primary prevention activities that keep people healthy and well and out of hospital
- People and places
  - educating and engaging with staff and patients about planetary health and environmental sustainability
  - healthier, greener buildings and spaces

2. Transforming the Patient Experience Award

Recognising that patients are partners in their healthcare, this award acknowledges projects and programs that reflect meaningful and active collaboration between patients, consumers, their families, carers and the healthcare team to improve health outcomes.

Please demonstrate how your project initiative:

- empowers patients to take control of their health, and be supported in managing their own health conditions, whilst ensuring they are treated with kindness and respect
- promote shared decision-making by recognising that patients, their families and carers are experts in their care, with values and needs that shape their decision-making
- plans and delivers care and outcomes that matter in partnership with the patient, their family and carer
- enhance access to patient-centred care for people living with chronic illness
- promote CORE values in all patient, family and carer interactions
- engage consumers, carers, and communities in strategic planning and governance processes.

3. Patient Safety First Award

This award recognises a project that demonstrates commitment to the delivery of safe, high-quality reliable care for patients/consumers in hospitals and other settings.

Please demonstrate how your project displays patient safety by:
- leading quality improvement to ensure safer patient care
- delivering innovative approaches to improving patient safety
- engaging patients in approaches to improve patient safety
- demonstrating leadership or role-modelling behaviour that puts patient safety first.
- delivering safe, high-quality, reliable care for patients in hospitals and other settings.

4. Keeping People Healthy Award

This award aims to acknowledge projects that support individuals, families and communities to make healthy lifestyle choices to prevent ill health and improving the overall health and wellbeing of the community.

This award acknowledges innovative projects and programs that promote:
- reducing negative health impacts through improvements in environmental health
- providing people with accessible information to support individuals, families and communities to make healthy lifestyle choices
- closing the gap in Aboriginal health outcomes by prioritising care and programs for Aboriginal people
- improving lifestyles by targeting public health priorities such as tobacco, drugs and alcohol use, physical activity and attaining healthy weight, infectious disease, oral health, diabetes prevention, and addressing harmful risk factors
- identifying and improving health outcomes for at risk groups, e.g. children, youth, older people, workers and disadvantaged groups
- primary, secondary and population health prevention
- the integration of the CORE values in promoting healthy living
- preventing, preparing, and responding and recovering from pandemic and other threats to population health
- working collaboratively across health disciplines with partner agencies and organisations to address social determinants of health, and improve health outcomes for patients.

5. People and Culture Award

This award aims to acknowledge the strong safety culture that underpins the district's commitment to deliver safe, reliable, person-centred care, underpinned by the CORE values of collaboration, openness, respect and empowerment. This award recognises projects that support our workforce to deliver safe, reliable, person-centred care that drives the best outcomes and experience for patients and staff.

Initiatives in this category look to build positive work environments that bring out the best in our people, strengthen diversity in our workforce and decision-making, and equip our people with the skills and capabilities to be an agile and responsive workforce.

Entries in this category will be able to demonstrate initiatives that support our workforce by:
- building positive work environments that bring out the best in everyone including wellbeing programs and initiatives
- strengthening diversity in our workforce and decision-making
- Improved systems (through technology or new ways of doing business) to support better workplace health and safety outcomes.
- Supported behaviour change in leaders, individuals and teams that foster a culture of safe and high-quality care.

6. Excellence in the Provision of Mental Health Services Award

This award recognises and showcases work in improving the quality and safety of mental health patient care within programs and services which display:

- best practice, excellence, and innovation in mental health service delivery
- development of consumer-focused services
- positive mental health and wellbeing through consumer and carer participation
- strengthened prevention and early intervention
- community-based care practices, striking a better balance between care provided in hospitals, and that provided in the community
- integration between mental health and other providers including justice and human services.

7. Excellence in Multicultural Healthcare Award

This Award recognises exceptional healthcare delivery for people from multicultural backgrounds through strong partnerships within the district.

This award recognises projects, programs or initiatives which demonstrate:
- Best practice, excellence, and innovation in the delivery of culturally responsive healthcare and preventative health programs.
- Consumer and community engagement in the design, delivery and evaluation of projects, programs or initiatives that involve close partnerships with communities.
- Capacity building of health staff, services and systems to deliver culturally responsive and inclusive healthcare.
- Best practice in the design, dissemination and sharing of multilingual health information across NSW.
- Responsiveness to local multicultural communities' health needs.
- Data driven quality improvement programs and/or targeted models of care to address health inequities experienced by people from multicultural and refugee backgrounds.

8. Health Innovation Award

This award recognises innovative models of care, technology-led innovation and devices within healthcare settings, digital-enablement innovations and investments in infrastructure, systems, security and intelligence.

Examples in this category demonstrate excellence in health innovation by:
- delivering new models of healthcare, including incorporating new secure, seamless and accessible technologies or devices that enable virtual care and other digitally enabled models
- enabling and enhancing the use of precision medicine in mainstream clinical care
- using data analytics as a predictive tool to target and shape service delivery
- promoting innovation and co-design to further streamline and integrate a patient's journey
- delivering infrastructure and service planning that responds to the changing demand in digitally-enabled care settings
- enabling patient access to personalised information that drives more self-management and lifts their health literacy to make informed care choices
- introducing self-management of patient health and wellbeing, and support through clinical remote monitoring if required
- using digitally enabled predictive tools to identify patients at high risk of deterioration, or for early warning of developing conditions
- are purpose-built IT, financial or workforce systems or platforms that support staff to do their job or deliver healthcare to patients.

9. Health Research Award

Research is critical to improving the experience and outcomes of care for patients. Research creates exciting new opportunities for prevention, diagnosis and treatment and builds our evidence base for best practice health care delivery. Collaboration among researchers, policy makers, service users, health managers and clinicians can lead to findings that are more likely to be innovative and positively inform health decisions.

This category recognises research as defined by the [National Health and Medical Research Council](#):
- Basic Science Research – seeks to understand the biological processes that underpin health and disease at the molecular, cellular, organ system and whole body levels. It may be conducted in vitro, in vivo and/or in silico. It may use, but is not limited to, cells, tissues or other materials of human origin or from relevant animal models.
- Clinical Medicine and Science Research – seeks to improve the diagnosis, treatment and prevention of human diseases and conditions. It may involve interaction with patients and/or the use of clinical diagnostic materials or patient data.

- Health Services Research – seeks to understand and improve the effectiveness, quality, safety, social and environmental dimensions of health care including access, distribution, timeliness and efficiency. Includes implementation science and translation research.
- Public Health Research – which seeks to improve the health of a population through the prevention of disease, prolongation of life and promotion of health and wellbeing. It includes research to understand the social, behavioural, environmental and other determinants of health and disease.

Entries must demonstrate achievements in one or more of the following:
- Using both existing and emerging research evidence to ensure the delivery of safe and dependable care.
- Understanding how research translates into achieving better outcomes that are important to our patients and the community.
- Helping clinicians and health decision-makers effectively find and use research.
- Creating research partnerships or collaborations involving clinicians, patients, research organisations, precincts, networks, etc, that have resulted in exceptional instances of research that influenced policy or practice.
- Recognition by decision-makers of the impact of research on their policies or practices.
- Leveraging eHealth, health information, and data analytics to support and utilise health and medical research.

Tips to help teams prepare a competitive nomination
Consult and collaborate

Ensure that relevant people involved with the project, program or service have been consulted and support the project entry for an award, including the project sponsor.

Seek advice from a Quality Manager and/or Quality Advisor who can support to sense check the entry, guide data presentation, highlight any gaps and provide further guidance in the write up of a competitive entry.

A list of the quality advisors at your local facility or service is available from the [NSLHD Quality and Improvement Awards intranet page](#). For affiliated organisations, you may consider reaching out to your designated local liaison officers.

You may also wish to seek advice from your local site's sustainability/planetary health committee representative. NSLHD-PlanetaryHealth@health.nsw.gov.au or visit the [Planetary Health](#) SharePoint site.

Address the judging criteria

Entries will be assessed against the following criteria by a judging panel.

Criteria	Description
Innovation and originality	Explain the extent to which the project/program demonstrates an original or innovative approach (new or known) to an existing issue. If the project/program is using a known innovation, the extent to which it has been implemented differently. The project should show resourcefulness and creativity and may include workforce or other innovation and use of enabling technologies with support for a sustainable service model.
Sustainable and scalable	Provide evidence showing the project/program has resulted in systemic and tangible changes which are embedded and are sustainable over time. Identifies and demonstrates the extent to which the project/program is scalable, able to be replicated and has been (or has potential to be) successfully transferred to other health services or settings. A strong entry would include data/evidence to support potential outcomes and return on investment if/when the project is to be scaled.
Improved experience and outcomes	Provide data/evidence showing how the project/program has led to improved experience and outcomes for patients, staff, community. This may be either a direct or flow-on effect depending on the nature of the project. For example, reduced length of stay or reduced morbidity. This can also focus on better outcomes in the community, including social and emotional wellbeing. As well as outcomes that indicate reductions in carbon, water or waste, which are frequently well aligned with other outcomes such as reduced length of stay, improved efficiencies and reduced morbidity.
Productivity and value for money	Show how the project/program demonstrates improved productivity or service efficiency; improved the carbon footprint by improving environmental impact, reducing waste, or increasing cost savings. Include any metrics, examples, research/evaluation programs or publications.
Award category relevance and strategic alignment	Explain how the project/program relates to the award category and how it meets strategic objectives.
CORE values	Submissions must link to all CORE values. A short explanation is provided on how the project/program links to each CORE value.
Logical coherence and rigour	Ensure that the overall submission is logical, the rigour of the method and the outcomes of the project are clear. Clear and sound evidence and outcomes through data and metrics has been included to support the outcomes.

Style guide

Prior to submitting your entry, ensure information is presented in a logical, coherent manner supported by evidence in the form of data and/or research.

Use numbers or characters as bullet points where appropriate or start new lines or paragraphs to focus on the requirements of the judging criteria.

These guidelines must be followed for all category submissions.
- Public sans font size 11.
- Use simple, direct and correct common Australian English spelling.
- All acronyms to be spelt out first time written.
- Avoid the use of "inverted commas", italics, bold type or underlining.
- The headings of each section of the submission should be presented without punctuation, without underlining or bold type, and capitalising only the first letter.
- Use gender-neutral language.

References
When citing publications in the text, state the author's name followed by the date of the publication. List full details of the publication in a reference list at the end of the submission using the Harvard Referencing Style.

Attachments
Tables and graphics are to be included as an attachments and referred to in the body of the entry. These should be clearly referenced in the body of your submission and correspond to the file name, for example 'see Table 1'. A list of attachments (file name) should be noted in the corresponding section of the entry form.

Conditions of entry

- Entries will be accepted between 28 February and 3 April 2024, 5 pm.

- Entries are open to any team project/program within any NSLHD facility or service, affiliated organisation, or research partner organisation. Entries can be submitted either individually or in conjunction with a partner organisation.

- The **2024 NSLHD Quality and Improvement Awards entry form** (see Awards website) must be used to complete your submission.

- Completed endorsed entries (pdf and word copy) must be emailed to: NSLHD-Awards@health.nsw.gov.au

- Adhere strictly to the word limits. Text exceeding the word limit will not be judged.

- Teams may enter a submission into multiple categories; however, a separate entry addressing the different criteria is required for each award category. Seek advice from a quality advisor

- Projects or programs must have been evaluated (demonstrated results) within the past two years.

- Projects or programs submitted for entry to previous NSLHD Quality and Improvement Awards may apply for this year's awards but need to be able to demonstrate improved outcomes from the date of their last submission through data and metrics and/or has successfully spread to other areas.

- Entries that do not substantially comply with these requirements will not be judged. The judges' discretion will be final.