QUALITY & IMPROVEMENT AWARDS

NORTHERN SYDNEY LOCAL HEALTH DISTRICT

LEADERS IN HEALTHCARE | PARTNERS IN WELLBEING

2022 NSLHD Quality and Improvement Awards

Submission Guide

NSW GOVERNMENT | **Health** Northern Sydney Local Health District

The Northern Sydney Local Health District Quality and Improvement Awards celebrate the excellence of our nurses, doctors, allied health professional, 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.

In each of the eight award categories, there is a winner and a runner up.

Award winners will be eligible for nomination and invited to apply to state and national awards (i.e. NSW Health Awards and Premiers Awards) where there is alignment with the categories.

Key Dates

	2022 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. • Complete the **entry form** (appendix) 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 complete, submit a pdf and a word version of the entry to the district quality awards co-ordinator via NSLHD-Awards@health.nsw.gov.au	Open: 14 March Close: 29 April* (by 5pm) *or as per local sign off process*
Finalists announced *Finalists may be requested to attend various media and communication activities prior to the ceremony.*	14 June
NSLHD Quality and Improvement Awards Ceremony	5 July

Award categories

1. Transforming the Patient Experience Award

Recognising that patients are partners in their health care, this award acknowledges projects/programs that promote collaboration between consumers and the health care team to improve our patient's experience while in our care.

Please demonstrate how your project has:

- Empowered and partnered with patients/consumers to take control of their health and be supported in managing their own health conditions; drive greater health literacy and access to information.
- Involved patients/consumers and carers in the shared decision making and or co-design of services (i.e. solution identification, implementation and evaluation of services).
- Developed a process to embed continuous improvement of patient experience outcomes

2. Patient Safety First Award

This award recognises a project that demonstrates commitment leadership that puts patient safety first to deliver safe, high-quality reliable care for patients/consumers in hospitals and other settings.

Please demonstrate how your project has:
- Addressed an identified issue in the delivery of safe reliable care.
- Engaged patients/consumers in approaches to improve their safety.
- Monitored outcomes to ensure continuous improvement that meets patient/consumer needs.

3. Delivering Value-Based Integrated Care Award

This award acknowledges innovative projects and programs that encourage the delivery of integrated care.

Please demonstrate how your project has:
- Created links between hospital and community services to high-quality reliable care with improved patient/consumer outcomes.
- Developed effective and efficient new business or clinical care model for services.
- Provided appropriate and cost-effective care keeping people out of hospital when possible.

4. Supporting our People and Culture Award

This award aims to acknowledge the strong safety culture that underpins NSLHDs commitment to deliver safe, reliable person-centred care, underpinned by the CORE values of Collaboration, Openness, Respect and Empowerment. This award recognises teams who develop original and effective solutions to problems or challenges outside the clinical setting that support our people and culture ensure a safe and healthy environment 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, responsive workforce.

Please demonstrate how your project has:
- Supported and empowered staff to deliver the best outcomes and experiences for patients through positive work environments.
- Improved systems (through technology or new ways of doing business) to support better workplace health and safety outcomes.
- Supported behaviour change within a staff group that fosters a culture of safe and high-quality care.

5. Keeping People Healthy Award

This award aims to acknowledge projects which support individuals, families and communities to make healthy lifestyle choices to prevent ill health and tackle health inequality in our communities.

Examples of initiatives in this award category include closing the gap by prioritising care and programs for Aboriginal people; improving lifestyles by targeting public health priorities such as tobacco control, physical activity, obesity, infectious disease, oral health, diabetes prevention and addressing harmful risk factors and identifying; and/or improving health outcomes for at-risk groups, e.g. children, youth, older people, workers and disadvantaged groups.

Please demonstrate how your project has:
- Supported people and communities to learn about, and become responsible for, improving their own health and wellbeing.
- Prevented, prepared for, responded to and recovered from the pandemic and other threats to population health.
- Focused on preventative health to reduce acute admissions.

6. Health Research and Innovation Award

This award recognises innovative projects that transform clinical service delivery through health and medical research, digital technologies, and data analytics. Examples of initiatives in this award category include projects that advance and translate research and innovation; enable targeted evidence-based healthcare through personalised and precision medicine, and enable virtual care through new technology tools and applications.

Please demonstrate how the project has:
- Transformed clinical service delivery through the translation of health research and/or introduced new digital technologies and use data analytics.
- Effectively resulted in a change in policy or clinical practice through partnerships or collaborations involving researchers, clinicians, health service providers, decision-makers and/or consumers.
- Assisted clinicians and health decision-makers to integrate, make accessible and utilise high quality, evidence-based information and health data more effectively.

7. Excellence in the Provision of Mental Health Services Award

This Award recognises and showcases innovation in improving the quality and safety of mental health care within programs.
Please demonstrate how your project has:
- Demonstrated excellence and innovation in mental health service delivery for your patients/clients/consumers.
- Developed consumer-focused services.
- Improved prevention and early intervention.

8. Planetary Health Award

This Award recognises an initiative that aims to deliver an economical and environmentally sustainable future aligned with the [NSLHD Planetary Health Framework 2021-2023](#) and NSLHD's target of Net Zero by 2035. This may include reductions in carbon, water, water or waste, which are frequently well aligned with other outcomes such as reduced length of stay, improved efficiencies and reduced morbidity.
This Award recognises project initiatives that have identified and implemented a solution or enhanced a model of care that improves efficiency and environmental impact.

Project initiatives may have demonstrated improved environmental impact from:
- Integrated effective waste management processes by promoting practices amongst staff, improving segregation and increasing recycling opportunities.
- An enhanced model of care that is sustainable and have a low environmental impact whilst maintaining integration and coordination between clinical areas and providers.
- Promoted an environment that considers active transport and healthy place making to support the physical and mental wellbeing of our patients, staff and community.

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.

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 intranet page.

Address the judging criteria

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

Criteria	Description
Relevance to Award category criteria	The extent to which the project/program meet the criteria for the award category being applied for.
Improved outcomes	Evidence showing how the project/program has led to improved outcomes for patients, staff, community or organisation. This may be either a direct or flow-on effect depending on the nature of the project. For example reduced length of stay, improved productivity or service efficiency, reduced morbidity / mortality. Entrants may include 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 Nominations should include data/evidence to support potential outcomes
Sustainable and scalable	Evidence showing the project/program has resulted in systemic and tangible changes which are embedded and are sustainable over time. Identifies/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/settings.
Innovation and originality	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/innovatively. The project should show resourcefulness and creativity.
Partnership and collaboration	Stakeholder and consumer engagement, partnerships, collaboration or integration.
Logical coherence and rigour	The overall submission is logical and the outcomes of the project are clear. Clear/sound evidence and outcomes through data and metrics has been included to support the outcomes.

Conditions of entry

- Entries will be accepted from 14 March until 29 April 2022.

- The 2022 NSLHD Quality and Improvement Awards entry form must be used to complete your submission.

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

- Adhere strictly to the word limits as entries that exceed the word limit will not be judged.

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

- Projects need to have been evaluated (demonstrated results) within the past two years.

- Projects submitted for entry in previous years' 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.

- Entries that do not substantially comply with these requirements will not be judged – the judge's discretion will be final.

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 number 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.
- Arial 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, 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.

Attachment / Appendix
Tables and graphics are to be included in an attachment or appendix. These should be clearly referenced in the body of your submission and correspond to the file name, for example 'see Table 1'.
A maximum of one A4 page as an attachment or appendix will be accepted.