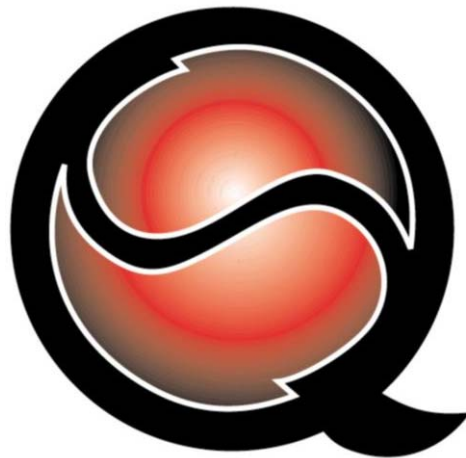


Canterbury

District Health Board

Te Poari Hauora o Waitaha

2010 CANTERBURY DHB QUALITY IMPROVEMENT AND INNOVATION AWARDS



INFORMATION FOR ENTRANTS APPLICATION GUIDELINES

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CANTERBURY DHB QUALITY IMPROVEMENT AND INNOVATION AWARDS

INTRODUCTION

The Canterbury DHB Quality Improvement and Innovation Awards were first introduced in 2003 and are designed to recognise, reward and publicly acknowledge the excellent quality improvements or innovations generated by the Canterbury DHB staff and community based services.

The awards programme provides the opportunity for entrants to submit a quality improvement or innovation project they have undertaken. Entrants are provided with a Project Template document which promotes a standardised and systematic approach to innovative project management and contains prompts to assist in developing, undertaking and writing-up their project. Following submission of the completed Project Template, projects are evaluated by Assessors and a Judging panel confirm the overall winners, which are announced at an awards ceremony.

By encouraging staff to participate in continuous quality improvement projects and record their quality improvements or innovations, we are also able to capture and retain the knowledge within our organisation and share the learning both internally and externally. Previous entrants have also reported that through entering the Canterbury DHB Quality Improvement and Innovation Awards programme they have also acquired new skills, developed techniques and acquired additional knowledge regarding project management, report writing or quality improvement tools.

To date a total of 120 projects have been entered into the annual Canterbury DHB Quality Improvement and Innovation Awards programme. Many of these projects have achieved success in national programmes, such as the New Zealand Health Innovation Awards. By providing a mechanism for channelling projects from the Canterbury DHB into national quality award programmes and by encouraging and supporting staff to enter external quality award programmes, we further recognise and publicise their efforts and achievements in progressing the quality of care provided to the people of the Canterbury District.

The Awards are co-ordinated by the Corporate Quality and Risk team. If you have any queries regarding the awards process or criteria, please feel free to contact:

- Jan Nicholson, Corporate Quality and Risk Manager
Telephone: Internal - extn 68780
External - 03 337 8780
E-mail: jan.nicholson@cdhb.govt.nz
- Gillian Pearce, Project Facilitator, Corporate Quality and Risk
Telephone: Internal: extn 68713
External: - 03 337 8713.
Email: gillian.pearce@cdhb.govt.nz

To view previous project submissions or to access any of the following documents, please refer to <http://inraweb.cdhb.local/corp-quality>, www.cdhb.govt.nz or contact Gillian Pearce.

- Information for Entrants: Application Guidelines
- Expression of Interest form
- Project Template

INCENTIVES FOR ENTERING

Publicity/heightened profile/exposure of project: We endeavour to get as much exposure as possible for the entrants. This is achieved through the profiling that occurs once the awards close. Organisation or service awareness is also gained through the assessment process, all Assessors becoming aware of the projects and the Judges will also read all the projects. All projects are profiled at the ceremony and we also roadshow projects at the beginning of the following year. A few projects have also been presented to the Canterbury DHB Board and some have been profiled on radio and in the newspaper and journal articles.

Recognition of Entry: All entrants are invited to the Canterbury DHB Quality Improvement and Innovation Awards Ceremony and each project receives a Certificate of Entry and selected projects are awarded prizes.

Retention and Sharing of Knowledge: One of the aims of the Quality Improvement and Innovation Awards Programme is to facilitate the flow, retention and sharing of knowledge within the Canterbury DHB. Increasingly knowledge is being recognised as the most strategically important resource and learning the most strategically important capability for business. Previous projects are loaded onto the Corporate Quality and Risk Intranet/Internet sites and a Project Summary Booklet which contains abstracts from all the projects is produced and circulated at the awards ceremony. This will enable people to get in touch with entrants about their project work as well as enable entrants to contact others. The awards programme is aimed at helping to ensure that peoples knowledge is not hoarded, peoples capability is not neglected and there is no need to “reinvent the wheel”. The retention and sharing of knowledge will help build networks and highlight the fantastic work that is taking place within the Canterbury DHB.

Entry into External Award Programmes: Following the Canterbury DHB Quality Improvement and Innovation Awards, projects are encouraged to enter other external award programmes, in particular, the New Zealand Health Innovation Awards. Project teams are offered additional support to assist them through the process. Projects entering into the New Zealand Health Innovation Awards have further heightened publicity, recognition and may be awarded additional prizes.

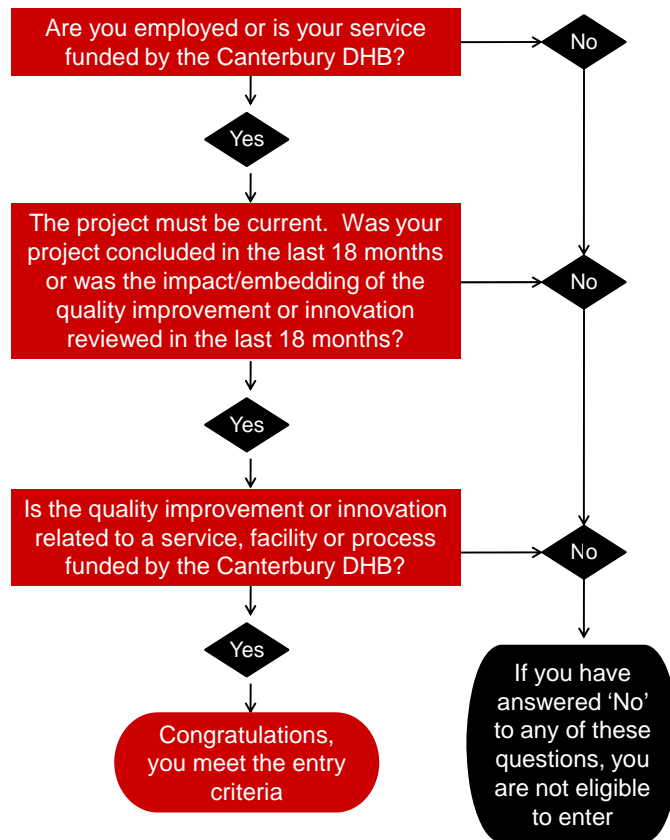
ENTRY CRITERIA

Entry into the Canterbury DHB Quality Improvement and Innovation Awards is governed by the following criteria:

1. The Awards are only open to all providers whose services are funded by the Canterbury DHB and all Canterbury DHB staff.
2. The quality improvement or innovation project must be related to a service, facility or process funded by Canterbury DHB.
3. Projects entered into the awards programme must be current. If the project is no longer active, then it must have only been concluded within the 18 months prior to the closing date for entries or the impact/embedding of the quality improvement or innovation must have been reviewed within the 18 months prior (January 2009) to the closing date for submission of the completed Project Template (30th July 2010).

If you have any queries regarding the eligibility of your project entering the awards programme, please contact Gillian Pearce.

**2010 Canterbury DHB
Quality Improvement and Innovation Awards
Entry Criteria Flowchart**

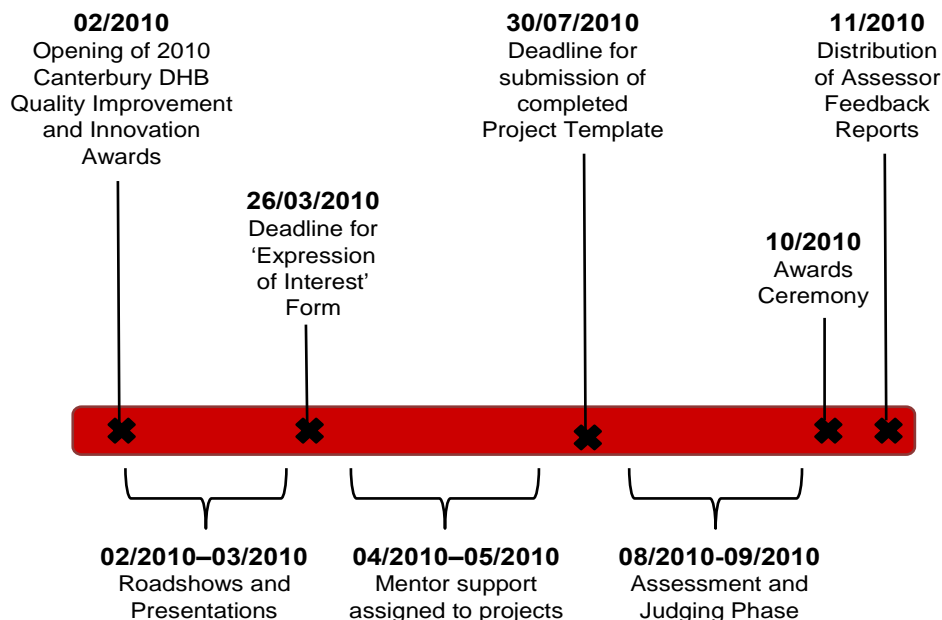


TIMELINE FOR AWARDS PROGRAMME

The awards schedule for 2010 is as follows:

Date	Activity
February 2010	<p>Open 2010 Canterbury DHB Quality Improvement and Innovation Awards</p> <p>Entrants are encouraged to initially submit an 'Expression of Interest' form (deadline 26th March 2010). The 'Expression of Interest' form is not assessed but projects requiring additional support completing the Project Template are identified and are delegated a Mentor to assist them with the submission of the overall project stage. The aim of the 'Expression of Interest' stage is to encourage community based providers and smaller groups to enter and thereby capture more quality improvement or innovation projects occurring within the Canterbury DHB. Please note the 'Expression of Interest' form is not a prerequisite for completing and submitting a project through the completion of the Project Template. Projects can still be submitted any time between February 2010 and 30th July 2010 without the completion of an 'Expression of Interest' form.</p>
March-April 2010	<p>Roadshows and presentations</p> <p>A number of roadshows and presentations will be held throughout the</p>

	Canterbury DHB in order to gain further insight into the awards process and judging criteria. These sessions outline the awards programme and give examples of previous entries and provide the opportunity to meet key people and ask questions and seek clarification. If you have a forum or meeting that you would like us to attend and discuss the programme further please do not hesitate to get in touch with Gillian Pearce or Jan Nicholson from Corporate Quality and Risk (see contact details on page 3). Alternatively, please contact Gillian Pearce for the session details of scheduled roadshows and presentations.
Friday 26 th March 2010 5pm	Deadline for submission of 'Expression of Interest' form Projects requiring additional support with their project submission will be identified and assigned Mentor support to assist them with the submission of the overall Project Template.
Friday 30 th July 2010 5pm	Deadline for submission of completed Project Templates Entrants should receive an email within one working day to confirm delivery of their submission of their completed Project Template. If entrants do not receive an email receipt within this period it is their responsibility to ensure that the completed Project Template has been received by contacting Gillian Pearce on 03 337 8713.
August – September 2010	Assessment and Judging process
October/ November 2010	Awards Ceremony The winners will be announced at the awards ceremony.
November 2010	Project Assessor Feedback Reports distributed Project feedback reports from the Assessors will be distributed directly after the awards ceremony. The feedback report identifies the strengths of the project and suggests any opportunities for improvement which may be considered before entering into external awards (e.g. New Zealand Health Innovation Awards) and provides guidance for future quality improvement and innovation project work.



CATEGORIES

The categories for the 2010 Canterbury DHB Quality Improvement and Innovation Awards Programme are as follows:

Community Based Service

Projects in this category will have the patient central to the quality improvement or innovation within the Community Based Service setting.

Hospital and Specialist Service

Projects in this category will have the patient central to the quality improvement or innovation within the Hospital and Specialist Service setting.

Systems Improvement

Projects in this category will have a focus on improving the way service delivery is provided. They are likely to be based around techniques such as use of Lean Thinking, Constraint Theory and Patient Flow. This category is open to all of the services funded by Canterbury DHB.

Entrants will be asked to indicate which category their project is to be entered in on the 'Application Information Sheet' in the Project Template. The categories for each project will be confirmed as part of the Assessment Process to ensure projects are entered in the most appropriate category.

Every effort has been made to ensure that the award categories are flexible enough to accommodate the nature of the work of the submitter of the project. This means that the most high-tech high-cost and low-tech low-cost projects, can be considered for their work based on the positive difference they have made in their respective contexts.

PRIZES

The prize structure for the awards is as follows:

Overall Winner: A total of \$5000 plus a trophy

An additional \$2000 goes to the overall winning project, on top of the \$3000 received for winning their category.

Category Winners: \$3000 per project

Category Runner-up:\$2000 per project

Highly Commended:Shield and \$100 per project

The 'Highly Commended' award is not specific to a category and is designed to encourage and recognise effort. The winner(s) of this award will receive a shield and \$100 which is to be spent on celebrating the award.

The prize structure may be subject to change and will be dependent on the number of entries being received in each of the categories. Adjustments will be made as appropriate following the closing date for submission of the completed Project Templates.

Please note that \$100 of the category awarded prize money is to be spent on celebrating the award with the remaining funds being allocated to professional development and/or education. Previous entrants have used prize money to fund the cost of conference registration, travel and accommodation, text books, data projectors (to be used for in-house training/education sessions) and course fees etc. Recipients of the prize money will be asked to indicate the intended use of the money by the end of the financial year, ie the 30th June 2011. The prize money must be uplifted by the 30th June 2012.

GUIDELINES FOR ENTRY

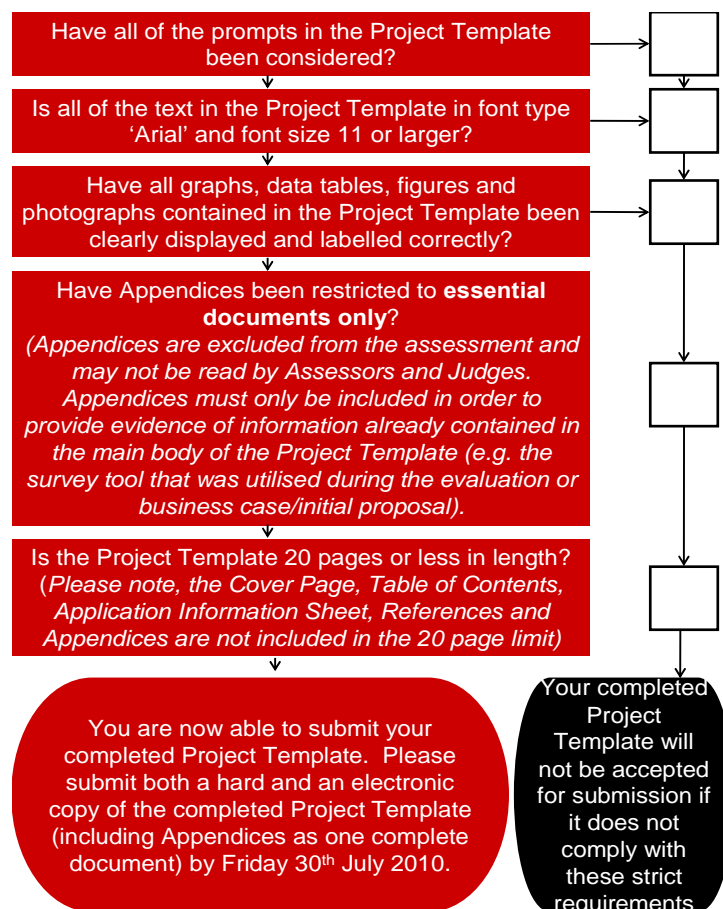
Entrants requiring assistance to complete their completed Project Template are encouraged to complete an 'Expression of Interest' form before 26th March 2010 so that Mentor Support can be allocated appropriately. Entrants are also encouraged to seek assistance from divisional Quality Teams and Planning and Funding Contract Managers.

Entrants should ensure they have a good understanding of all required information before commencing their project entry by reviewing the 'Information for Entrants Application Guidelines' document and information loaded onto the Corporate Quality and Risk intranet and internet sites. It is also beneficial to review previous project submissions which are loaded onto the Corporate Quality and Risk intranet site and for contracted providers these projects can also be accessed by contacting Gillian Pearce.

Entrants must use the Project Template to complete their project submission. The Project Template contains prompts detailing what information should be included in each section and as a guide, these prompts should be deleted as appropriate when completing each section. Try and keep sentences and paragraphs in the Project Template concise and follow the guidelines as stated in the 'Assessment and Allocation of Marks' section (page 9).

If you have any queries regarding the awards programme or the suitability or eligibility of your project for entry into the awards programme, please contact Gillian Pearce.

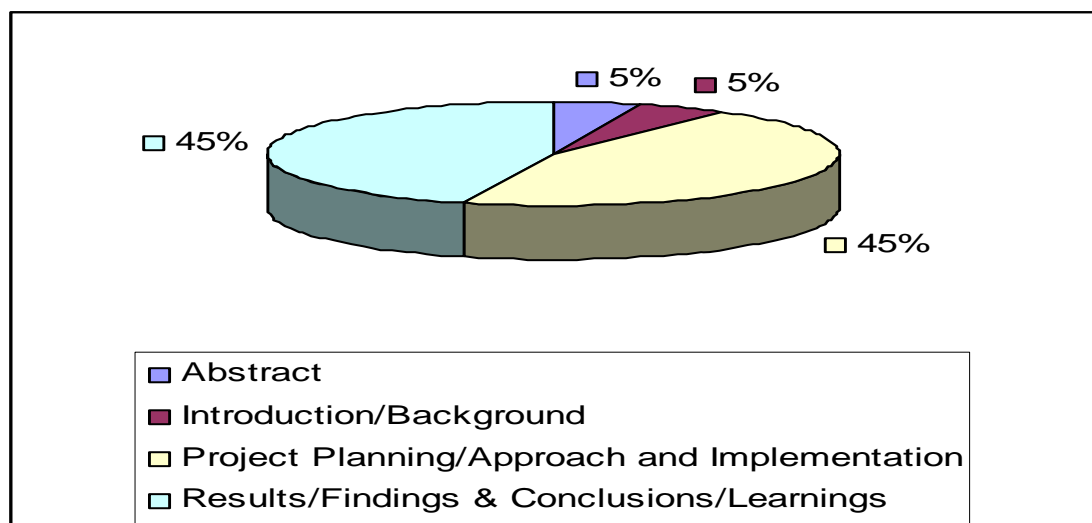
CHECK LIST FOR PROJECT SUBMISSION



ASSESSMENT AND ALLOCATION OF MARKS

The assessment process is both thorough and robust. The prompts contained in the Project Template follow a logical sequence that reflects best practice in project management. The Assessors will evaluate both the success and effectiveness of the quality improvement or innovation by marking the results of the project and the practices used to develop and implement it. The Assessors ability to assess the project depends solely on the content and completeness of the answers to each of the prompts in the Project Template. Please note that some Assessors are external to the Hospital and Specialist Service environment and maybe from the wider Canterbury DHB environment (e.g. from Contracted Provider organisations). Entrants need to be explicit with the information provided in the completed Project Template and need to also be careful not to overuse abbreviations. Entrants need to plan and prioritise the information included in the completed Project Template to ensure they provide clear and concise answers to the prompts included in the Project Template. Entrants should consider the weighting Assessors give to each section as this provides an indication of the number of pages that should be allocated for each section. In general, the Assessors will look for evidence that the project:

- was effectively led
- was well researched and analysed to determine feasibility
- had clear objectives that were Specific, Measurable, Achievable, Relevant and Timeframed
- was well planned/approached and effectively implemented
- was effectively monitored against milestones
- had strong, sustainable results aligned to the vision and objectives of the project
- had an overall systematic approach






A scoring matrix is used in conjunction with the scoring guidelines which gives the Assessors the ability to confirm where within the points range of the section the project is placed. Each Assessor reads all of the projects and is expected to provide Corporate Quality and Risk with their overall ranking of all of the projects. They are assigned a number of projects that they will score in more detail. Three Assessors are assigned to each project. They work separately to score the project against the criteria, but then confer to reach a consensus on the scores. In order to check and standardise the project marks a 'whole group consensus' takes place. At the consensus meeting the assessing teams present their projects for peer review and confirmation of the final scoring and the project ranking.

Once the panel of Assessors have agreed on their scores, the marks are presented to the Judging Panel (the Chief Executive, the Chief Medical Officer, the Chief Finance Officer and the Executive Director of Nursing). The Judges receive all the entries prior to this meeting and their role is to review the scores and assessment and confirm the award recipients.

AWARDS CEREMONY

All of the entrants in the awards programme will be invited to celebrate their success and hard work at an Awards Ceremony which will be held in October/November 2010. The Award recipients will be announced at the Ceremony and any winning teams may be invited to give a short response when receiving their award.

2010 Canterbury DHB Quality Improvement and Innovation Awards Ceremony Check List

<p>Project Video Profile During the Assessment Phase of the Awards programme the Corporate Quality and Risk team will liaise with the Project Contact Person and the Medical Illustration Department to compile 1-2 minutes of footage (video and/or still images) to profile the project at the Awards Ceremony . Entrants are encouraged to keep this in mind as one off events (e.g. education sessions) that underpin some projects may provide an opportunity to capture the project in action.</p>	
<p>Cover Slide for Video Profile Entrants are requested to complete a cover slide for the Project Video Profile. A template and examples of previous slides will be circulated prior to the Awards Ceremony to the Project Contact Person for completion.</p>	
<p>Abstract for Project Summary Booklet A Project Summary Booklet containing all project abstracts is distributed at the Awards Ceremony. The Corporate Quality and Risk team develop these project summaries based on the original project abstracts and then the Project Contact Person is requested to approve these upon request.</p>	
<p>Confirmation of Team Member Ceremony Attendance The Project Contact Person will be sent an invitation for their team with the details of the ceremony closer to the time. Please extend the invitation to your team and confirm attendances when requested.</p>	