



Quality and Patient Safety Council

Canterbury

District Health Board

Te Poari Hauora o Waitaha

2009 CANTERBURY DHB QUALITY IMPROVEMENT AND INNOVATION AWARDS

INFORMATION FOR ENTRANTS APPLICATION GUIDELINES

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CANTERBURY DHB QUALITY IMPROVEMENT AND INNOVATION AWARDS

PURPOSE

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 improvement initiatives and/or innovations generated by the Canterbury DHB staff and community based services.

The awards programme promotes a systematic approach to innovative project management and fosters a commitment to capture and retain the knowledge within our organisation. By encouraging staff to participate in continuous quality improvement projects and record their quality improvement initiatives or innovations we are also able to share the learning both internally and externally.

To date a total of 105 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 in 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://intraweb.cdhb.local/corp-quality>, www.cdhb.govt.nz or contact Gillian Pearce.

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

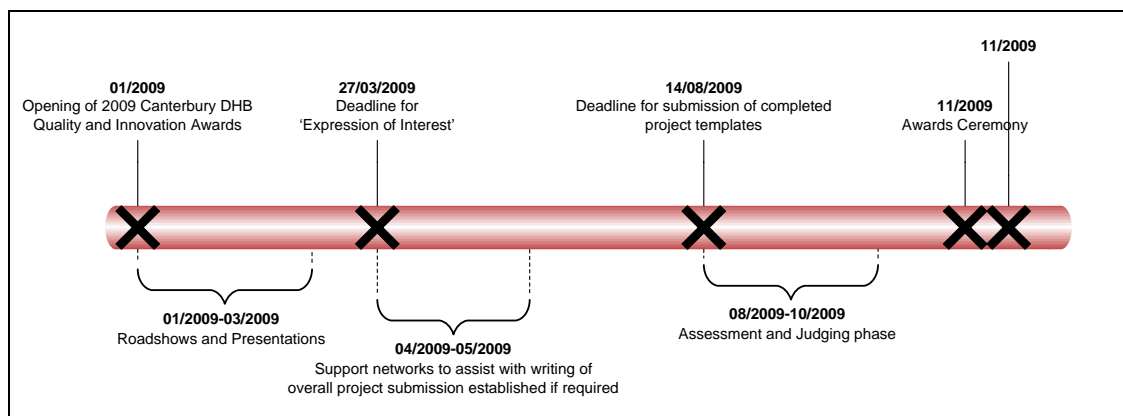
EXPRESSION OF INTEREST STAGE

The 'Expression of Interest' stage was introduced into the 2007 awards programme after entrant survey analysis highlighted that applicants may require additional support to assist them writing up and submitting their project application. The 'Expression of Interest' form enables the level and type of support entrants would benefit from to be identified. These entrants are assigned Mentor and/or Resource Support 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 initiatives or innovation projects occurring within the Canterbury DHB.

The awards schedule for 2009 is as follows:

Date	Activity
January 2009	<p>Open 2009 Canterbury DHB Quality Improvement and Innovation Awards</p> <p>Entrants are encouraged to initially submit an 'Expression of Interest' form (deadline 27th March 2009). This form will not be included in the assessment phase but will help to identify projects which require additional support with their overall project submission. After submission of the 'Expression of Interest' form entrants will follow up their application with the submission of the completed overall project template.</p>
January–March 2009	<p>Roadshows and presentations</p> <p>A number of roadshows and presentations will be held throughout the Canterbury DHB in order to gain further insight into the awards process and judging criteria. Please contact Gillian Pearce for the session details.</p>
Friday 27 th March 2009 5pm	<p>Deadline for submission of 'Expression of Interest' form</p> <p>Projects requiring additional support with their project submission will be identified and assigned Mentor and/or Resource Support.</p>
Friday 14 th August 2009 5pm	<p>Deadline for submission of completed project templates</p> <p>Applicants should receive an email within one working day to confirm delivery of their application. If applicants do not receive an email receipt within this period it is their responsibility to ensure that the application has been received by contacting Gillian Pearce on 03 337 8713.</p>
August – October 2009	<p>Assessment and Judging process</p>
November 2009	<p>Awards Ceremony</p> <p>The winners will be announced at the awards ceremony.</p>
November 2009	<p>Project Assessor Feedback Reports distributed</p> <p>Project feedback reports from the Assessors will be distributed directly after the awards ceremony. The feedback in these reports can help strengthen projects that are being entered into external programmes and provide guidance for future quality improvement and innovation project work.</p>

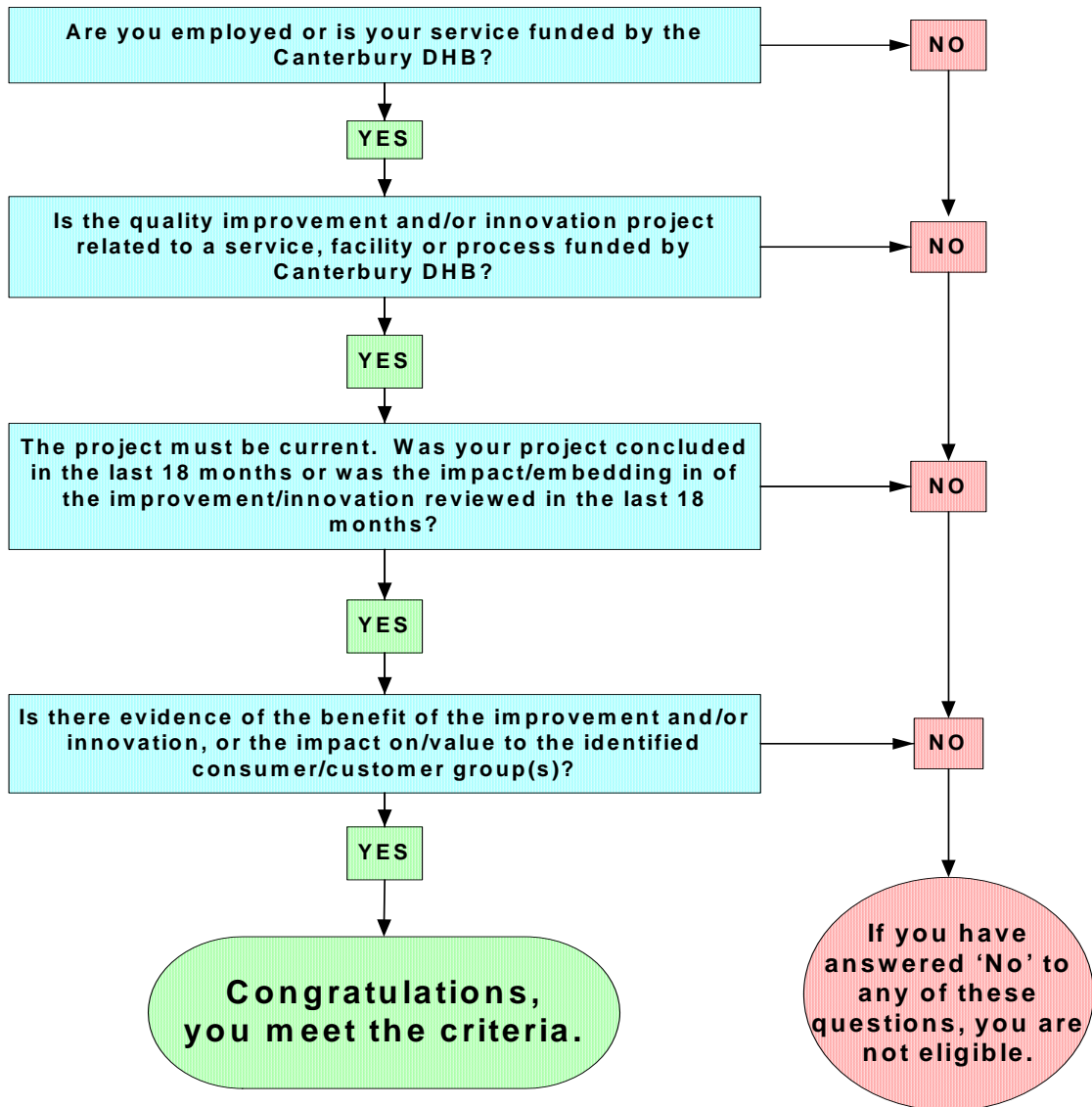


ENTRY CRITERIA

1. The Awards are open to all providers whose services are funded by the Canterbury DHB and all Canterbury DHB staff.

2. The quality improvement initiative or innovation project must be related to a service, facility or process funded by Canterbury DHB.
3. Projects must be current. This means the project has been concluded in the 18 months prior to the closing date for entries or the impact/embedding in of the quality improvement initiative or innovation will have been reviewed in the 18 months prior to the closing date for applications, (14th August 2009).
4. A key assessment criteria is evidence of the benefit of the quality improvement initiative or innovation, or the impact on/value to the identified consumer/customer group(s).

2009 CDHB Quality Improvement & Innovation Awards Entry Criteria Flowchart



CATEGORIES

The categories for the 2009 Canterbury DHB Quality Improvement and Innovation Awards Programme are as follows:

- *Community Based Services*
Projects in this category will have the patient central to the quality improvement initiative or innovation within the Community Based Services setting.
- *Hospital and Specialist Service*
Projects in this category will have the patient central to the quality improvement initiative 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 and is open to all of the services funded by Canterbury DHB.

Applicants will be asked to indicate which category their project is to be entered in on the 'Application Information Sheet' on the first page of 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.

OBJECTIVES OF CANTERBURY DHB QUALITY IMPROVEMENT AND INNOVATION AWARDS

- To encourage staff to participate in project work
- To reward staff for participating in project work
- To publicly acknowledge staff for participating in project work
- To recognise the achievement of improvements and innovations that are taking place within the Canterbury DHB
- To promote a standardised and systematic approach to projects, innovation and improvement activities
- To capture, share and retain the knowledge and learning throughout the Canterbury DHB
- To encourage projects to be embedded and sustained within the organisation
- To provide a mechanism for channelling project from the Canterbury DHB into external award programmes (e.g. New Zealand Health Innovation Awards)
- To encourage celebration of innovation and quality improvement
- To gain personal and professional development and learn new skills (e.g. from entering the awards and learning about project management techniques)

INCENTIVES FOR ENTERING

Publicity: We endeavour to get as much exposure as possible for the applicants. This is achieved through the profiling that occurs once the applications close. Organisation or service awareness is also gained through the assessment process, all Assessors becoming aware of the project and the Judges will have 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 applicants 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 Summary Booklet and/or a Presentation File containing all submissions is also produced. This will enable people to get in touch with you about your project work as well as enable you 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 your 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.

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 applications.

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 2010. The prize money must be uplifted by the 30th June 2011.

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 November 2009. The nominated contact person for each of the applications will be sent an invitation for their team with the details of the ceremony closer to the time. 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.

During the Assessment Phase of the awards programme the Corporate Quality and Risk team will liaise with project leaders and Medical Illustrations to put together 1-2 minutes of footage regarding the project (e.g. video footage or a series of still images) that will be used to profile the projects entered into the awards programme. 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.

Following the Ceremony, an Assessor feedback report is circulated to each project leader. The feedback report identifies the strengths of the application 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.

RESOURCES AVAILABLE

Applicants requiring assistance with their completed project submission are encouraged to complete an 'Expression of Interest' form before 27th March 2009 so that Mentor and/or Resource Support can be allocated appropriately. Entrants are also recommended to review the 'Information for Entrants Application Guidelines' document and follow the prompts included in the 'Project Template.' Information loaded onto the Corporate Quality and Risk intranet and internet sites should also be reviewed and entrants are also encouraged to:

- Gain assistance from divisional Quality Teams and Planning and Funding Contract Managers,
- Review previous project submissions which are loaded onto the Corporate Quality and Risk intranet site. These projects and previous entrant contact details can also be accessed by contacting Gillian Pearce,
- Attend a roadshow/applicant information session for the Canterbury DHB Quality Improvement and Innovation Awards programme. 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).

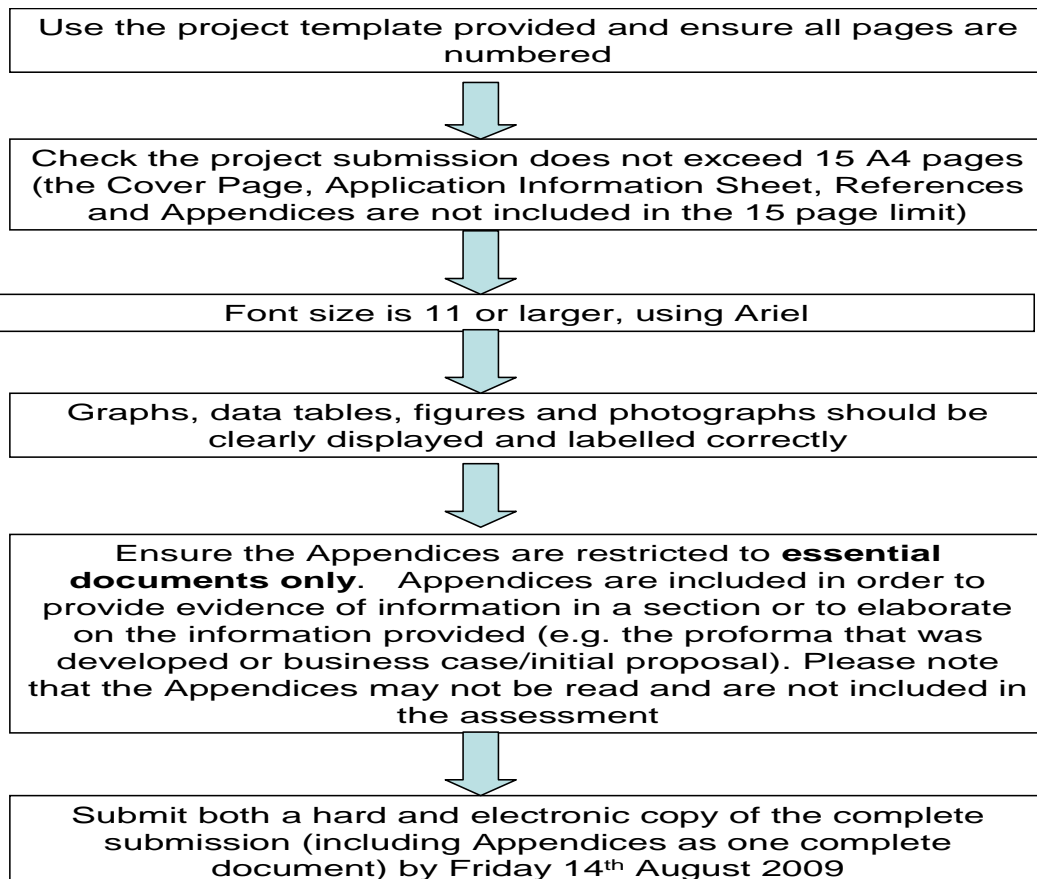
OVERALL GUIDELINES

- Ensure you have a good understanding of all required information before starting your entry.
- Start preparing your submission early and involve your colleagues where relevant.
- Try and keep sentences and paragraphs concise. Please follow the guidelines as stated in the 'Project Template' and 'Assessment and Allocation of Marks' section (page 10).
- Get a second opinion. Ask someone impartial to evaluate your entry before sending it to us.

GUIDELINES FOR THE EXPRESSION OF INTEREST STAGE

- Projects entered into the Canterbury DHB Quality Improvement and Innovation Awards are required to complete the 'Expression of Interest' form and submit to the Corporate Quality and Risk, Project Facilitator by Friday 27th March at 5pm.
- The 'Expression of Interest' form is not assessed but projects requiring additional support with their overall project application are identified and are delegated a nominated support person.
- Please note the 'Expression of Interest' form is not a prerequisite for completing and submitting a project. Projects can still be submitted any time between January 2009 and 14th August 2009 without the completion of an 'Expression of Interest' form.

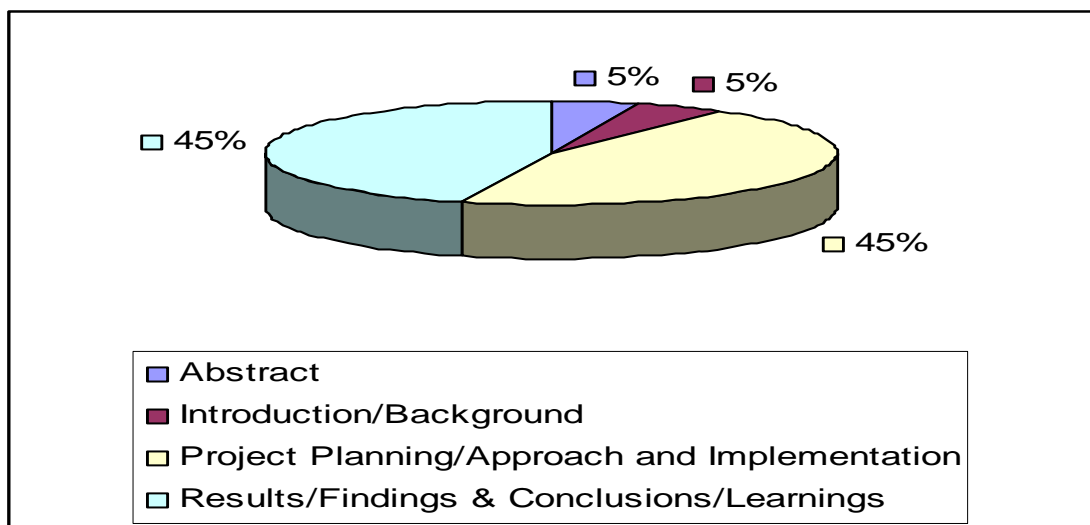
CHECK LIST FOR PROJECT SUBMISSION



ASSESSMENT AND ALLOCATION OF MARKS

The project template questions follow a logical sequence that reflects best practice in project management. The Assessors will evaluate both the success and effectiveness of your quality improvement initiative or innovation by marking the results of the project and the practices used to develop and implement it. The Assessors ability to assess your application depends solely on the content and completeness of your answers to each of the questions in the application form. 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). You need to be explicit with the information provided in your application and need to also be careful not to overuse abbreviations. You need to plan and prioritise the information included in your application to ensure you provide clear and concise answers to the prompts included in the project template. You should consider the weighting Assessors give to each section as this gives you an indication of the number of pages you should allocate 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



PROJECT TEMPLATE GUIDES

Applicants should use the Project Template to complete their project submission. The Project Template contains prompts detailing what information should be included in each section. Applicants should delete the prompts as each section is completed.

EXTERNAL QUALITY IMPROVEMENT AND INNOVATION AWARDS PROGRAMMES

There are a number of external quality improvement and innovation awards programmes which we also encourage you to enter. For example:

- **NZ HEALTH INNOVATION AWARDS**

These awards recognise and honour New Zealand's most innovative health providers. The awards are a joint initiative of the Ministry of Health and ACC. The NZ Business Excellence Foundation will select the winners using international criteria and evaluation processes.

www.healthinnovationawards.co.nz

- **NZ ORGANISATION FOR QUALITY (NZOQ), QUALITY IMPROVEMENT PRIZE**

This prize is awarded for the best quality improvement team project submitted by any organisation operating in New Zealand. It is judged by an independent panel of prominent quality practitioners. The Quality Improvement Prize reflects NZOQ's belief that achievements of quality improvement teams are worthy of public recognition.

www.nzoq.org.nz

- **QUALITY HEALTH NZ (QHNZ), QUALITY IMPROVEMENT AWARD**

The QHNZ Quality Improvement Award aims to foster and recognise excellence in the health and disability sector in New Zealand. Entries are judged by a panel of leaders in the health and disability sector and in healthcare quality.

www.qhnz.org.nz

- **BEARINGPOINT INNOVATION AWARDS**

The BearingPoint Innovation Awards aim to promote examples of world-class government management, improved managerial competence and organisational excellence through innovative and successful initiatives in the public sector. In the past companies like KPMG and BearingPoint in conjunction with the Institute of Public Administration (IPANZ) have hosted the awards. Judging is based on four key factors – Innovation, Effectiveness, Significance of Benefits and Transferability. All judging criteria have been closely aligned with these international standards.

www.ipanz.org.nz or www.innovationawards.co.nz