

WESTERN SYDNEY LHD
QUALITY AWARDS



2021

**SUBMISSION
FRAMEWORK**



Health
Western Sydney
Local Health District

Submissions

The WSLHD Quality Awards showcase the success and achievements of our district, with special recognition of innovative programs with benefits to patients, carers and their families, staff and the community.

Categories

There are 7 categories 6 of which mirror the awards categories for the NSW Health Innovation awards. These include:

Main Awards

1. Transforming Patient Experience
2. Integrated Value Based Care/Delivering Integrated Care
3. Patient Safety First
4. Keeping People Healthy
5. People and Culture
6. Health Research and Innovation
7. Education and Training (WSLHD only)

Peak Awards

There are an additional 3 Peak Awards with a new category introduced namely Small Initiative Award. The winners of 2 of the Peak awards (Chief Executive, Chair of the Board) will be chosen from the finalists listed in the above mentioned categories.

8. Chief Executive Award.
9. Chair of the Board's Award
10. Community Choice Award

Main Awards Category Definitions

1. Transforming Patient Experience

Recognising that patients are partners in their health care, this category aims to acknowledge projects/programs which promote collaboration between the patient and the health care team to improve health. This category should be able to demonstrate innovation in:

- Empowering patients to take control of their health and be supported in managing their own health conditions
- Shared decision making; the patient is an expert in their own values and needs
- Clinicians planning and delivering care in partnership with the patient
- Enhancing access to patient centred care for people living with chronic illness
- Engaging consumers in strategic planning and governance processes

2. Integrated Value Based Care/Delivering Integrated Care

Integrated care involves the provision of seamless, person centred care across different health settings, focused on preventing illness and deterioration of health and delivering flexible, continuous and appropriate care in the right place at the right time. This category recognises integrated systems that deliver truly connected care, using the correct information and analytics to inform this integration. The award acknowledges innovative projects and programs which promote:

- Building new and innovative partnerships between the public, private and/or non-government sectors to ensure access to the best possible health care for all residents of NSW
- Partnering with community based organisations to provide services for patients in the community
- Defining business models for purchasing services and creating sustainable incentives for both purchaser and provider leading to improved patient outcomes, productivity and efficiencies
- Creating formal links between primary, community and hospital services to deliver health care that meets the needs of patients over time and delivers the best possible health outcomes
- Care provided in appropriate, cost effective settings that are close to home, keeping people well and out of hospital wherever possible
- Seamless transitions between hospital, primary, community, residential and aged care settings
- Innovative funding models, governance arrangements, and information technology solutions that support a sustainable, integrated system of care
- Engaging consumers and clinicians to develop person-centred models of care that are efficient, effective and sustainable, and promote individual responsibility for health
- Partnerships which demonstrate and promote CORE values through the provision of integrated care across organisations in partnership with clinicians, patients and their families and carers

3. Patient Safety First

This award acknowledges a commitment to putting patient safety first everyday. Projects within this category will display patient safety first in:

- 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

4. Keeping People Healthy

Keeping people healthy combines the previous 'Preventive Health' and 'Harry Collins Award' categories and has a focus on promoting the overall health and wellbeing of the community. This category acknowledges innovative projects and programs which promote:

- Reducing negative health impacts through improvements in environmental health
- Action to support individuals, families and communities to make healthy lifestyle choices
- Closing the gap in Aboriginal health outcomes
- 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
- Identifying and improving health outcomes for 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.

5. People and Culture

Delivering high quality health care is dependent on staff and teams within the system working collaboratively to achieve the optimal outcome for patients. This category aims to acknowledge projects and programs which have been developed through shared partnerships and multidisciplinary teams, both within the NSW Health System and with partners external to it by:

- Working collaboratively within the NSW Health system to improve health outcomes
- Working collaboratively with partners external to the NSW Health system to improve patient outcomes
- Growing and supporting a skilled workforce by hiring and developing the right people, with the right skills, at the right time
- Enhancing skills for collaboration and effective team work
- Improved systems and efficiencies to support better workplace safety and health outcomes
- Support for long term behaviour change to strengthen the staff health safety culture
- Increased awareness of the importance of personal safety alongside patients safety
- Enhanced access and training in workplace health and safety
- Supporting teams to operate as a unit and encouraging mutual respect across disciplines
- Working collaboratively to improve team culture'
- Fostering a culture that reflects the NSW Health CORE values & respects diversity
- Improved systems and efficiencies to support better workplace safety and health
- Ownership and adoption of workplace health and safety practices
- Support for long-term behaviour change to strengthen the staff health safety culture
- Increased awareness of the importance of personal safety alongside patient safety
- Enhanced access and training in workplace health and safety Working collaboratively within the NSW Health system to improve health outcomes
- Growing and supporting a skilled workforce by hiring and developing the right people, with the right skills, at the right time
- Fostering a culture that reflects the NSW Health CORE values & respects diversity
- Developing effective health professional managers and leaders
- Improving work, health and safety.

6. Health Research and Innovation

Health services are continuously innovating to develop new models of care or processes that improve the outcome for patients, carers, visitors and staff. This category aims to acknowledge outstanding and innovative achievements and research activities by establishing:

- Ways of assisting clinicians and health decision makers to find or use research effectively
- New models of work practice design or new models of care developed
- New processes or ways of conducting business that reduce wastage and improve efficiency
- eHealth, health information and data analytics to support and harness health & medical research and innovation
- Clinical practices and processes delivered through innovative built spaces including new approaches to effective and efficient building outcomes to deliver clinical outcomes
- Innovative funding models, governance arrangements, and information technology solutions that support a sustainable, integrated system of care
- Strategic collaboration or partnership in the development of the project
- Research partnerships or collaborations involving clinicians, health service providers, decision makers and/or consumers that have led to outstanding examples of research that changed policy or practice.

7. Education and Training

The quality of health care provided is dependent on the skills and performance of staff, both clinical and corporate. Education and training of new and existing staff is paramount to the ongoing development of staff to ensure patient safety. This category aims to acknowledge projects or programs that have developed staff through education and training by:

- Introducing new training/education programs that assist staff to gain new skills and expertise
- Introducing new pathways for learning
- Developing programs for re-skilling staff which uses evidence based practice or research and has led to improved service delivery and/or patient outcomes
- Developing programs to address changing educational requirements for services
- Developing demonstrated partnerships with tertiary institutions in program development and delivery.

Submission Requirements

- All entries must be submitted using the WSLHD Quality Award template which can be found on the Quality Awards intranet page.
- When submitting the entry please include the following in your email:
 - Signed PDF entry
 - Word Version of the entry and
 - Team Photo and JPEG files (attached as a separate files)
- Entries that exceed the word limit of 1000 words (including references but excluding reference list and entry title) may not be accepted.
- Team Facilitator/Lead and some team members may need to be available in July/August for a photo shoot and video. These projects are chosen randomly and are not indicative of being either a finalist or winner of the category.
- Teams will be sent an invitation to the Quality Awards ceremony. Venue to be advised via @health email address, unless an external team member who will receive the invitation to their nominated email address.
- All submissions must be approved by your Manager.

- Once approved, please forward your submission to the appropriate Quality Manager, as per the list below.

Facility	Quality Manager
Auburn	Sally Henderson
Westmead & Drug Health Services	Kay Babalis
Blacktown and Mt Druitt	Sarah Sullivan
Integrated and Community Care	Marc Andres
Mental Health	Kathryn Worne
District based service	Natalie Fester Lloyd

- **All projects must be received by the relevant Quality Manager on/or before 31st May 2021.** The Quality Manager will then forward the submission on your behalf to Clinical Governance.
- Entries received after the closing date will not be accepted.

Template

The following formats must be used for submission entries (observing word limits):

Entry Details

Section A

- Award category (select from the drop down list)

Section B

- Team contact name: Entrants name, title and phone number
- Number of people in the team
- Names and details of all team members together with email addresses
- Department/Service and facility
- Partner organisation(s)

Section C

- Entry title (maximum 50 characters)
- Submitting department
- Partnership departments/organisations
- Image of team

Smart Aim (30 words)

Your aim statement should outline what the project aimed to achieve but it must use the SMART principles: specific, measurable, achievable, results, time bound.

Examples include:

- within X months, decrease the rate of infections in joint replacement surgery to less than X%
- To decrease the number of admissions to X hospital with a primary diagnosis of asthma by 50%, within X months

Abstract (170 Words)

Provide a clear succinct outline of the project/program noting the method, results and conclusion

Explain how:

1. How the project relates to the Award Category
2. How the project meets the strategic aims of the Award category
3. Explain how the project /program links to the NSW health strategic planning framework
4. Any substantial benefits impacting across the other Award Categories

Innovation and Originality (250 words)

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, explain the extent to which it has been implemented differently/innovatively.

Describe the resourcefulness and creativity of the project and include workforce or other innovation and use of enabling technologies with support for a sustainable service model.

Sustainable and Scalable (250 words)

Provide evidence showing the project/program has resulted in systemic changes which are embedded within the organisation and are sustainable over time. Identify 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.

Better Patient outcomes (200 words)

Provide evidence (including metrics, examples, research/evaluation programs or publications) showing how the project/program has improved outcomes for patients. These may be either direct or flow-on 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.

Note: NSW Health encourages projects that address differential outcomes for Aboriginal people and can demonstrate positive outcomes that are either direct or flow-on based on the nature of the project. Ability to demonstrate there are clear steps to ensure equity of access and reduction in the burden of disease for Aboriginal people.

Productivity and value for money (100 words)

Show the project/program demonstrates an improvement in productivity and efficiency/value for money. Include any metrics, examples, research/evaluation programs or publications.

Link to NSW Health strategic planning framework

Which priority in the NSW Health Strategic Planning Framework does your project link to:

Please tick/highlight each appropriate priority your project is linked to; please note you can select more than one:

- | | |
|--|--|
| | Keep People Healthy |
| | Provide world class clinical care where Patient Safety is First is |
| | Integrated systems to deliver truly connected care |
| | Develop and support our people and culture |

Support and harness health and medical research and innovation

Enable eHealth, health information and data analytics

Deliver infrastructure for impact and transformation

Build financial sustainability and robust governance

Improved teamwork and partnerships and CORE values:

Collaboration Openness, Respect and Empowerment (just a short sentence for relevant aspects of values. Please highlight relevant value and describe how this occurs.

Please highlight if relevant and provide a short sentence explaining how:

Collaboration

Openness

Respect

Empowerment

Please provide a short sentence explaining how your project/program provides improved partnerships and teamwork.

Total: 1000 words, including references but excluding reference list and entry title.

Attachments:

Tables and Graphics

- Must be attached as a file .pdf, doc,xls, xlxs, docx, jpeg, or png format and also be
- ***included in the actual document*** with clear reference within your submission.
- **Team photo**, as a JPEG, is to be attached to the submission as a separate attachment. The photo should be in landscape orientation and a large enough file size for potential use in the project poster.

Reference list

- List all supporting literature referenced within the subheadings above.

Please ensure your project ***has been approved by your Manager.***

All projects must be sent to your local Quality Manager by 31 May 2021 who will then review your submission, seek GM approval and forward to Clinical Governance.