

Baxter

Australian
Private Hospitals
Association



2011

APHA / BAXTER AWARDS FOR QUALITY & EXCELLENCE

THE BAXTERS:

Recognising Outstanding Achievement in Australian Private Hospitals

Sponsored by Baxter Healthcare Pty Ltd

Submission Deadline: 15 August 2011



2011 APHA / BAXTER AWARDS FOR QUALITY & EXCELLENCE

APPLICATION PROSPECTUS

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Australian Private Hospitals Association (APHA)
ABN 82 008 623 809
PO BOX 7426, Canberra BC ACT 2610
Tel: (02) 6273 – 9000 Email: info@apha.org.au Web: www.apha.org.au

INTRODUCTION



The Australian Private Hospitals Association (APHA) seeks to stimulate, encourage and recognise the pursuit and achievement of excellence among its members.

Peer recognition provides an impetus for further achievement; improves the image of the organisation and its members, both within the health care sector and across the broader community; increases morale and aids in the continuing endeavour towards improving quality outcomes for patients.

In 1988, the APHA instituted a program of Awards to recognise private hospitals and individuals that have made an outstanding contribution to patient treatment and care, as well as the management of hospital facilities.

These Awards are now part of the tradition of APHA, as is Baxter Healthcare's longstanding support of the awards.

This year, the APHA/Baxter Awards will recognise achievement in three categories:

1. Clinical Excellence – quality of care and patient outcomes
2. Ambulatory Care Award – acute, day surgery, psychiatric or rehabilitation
3. Community Involvement Award – work with / in local broader community

Recognition under the APHA/Baxter Awards places the recipient at the forefront of Australian healthcare – a position to which every APHA member aspires.

I urge all APHA members to make lodging an entry for the APHA/Baxter Awards a priority in 2011.

Michael Roff
Chief Executive Officer
Australian Private Hospitals Association

SPONSORS MESSAGE



Baxter Healthcare has been sponsoring the Australian Private Hospital Association (APHA) for over two decades, and is proud to support and be associated with the leading Australian representative body for all private hospitals.

The reason why this partnership has worked so well for over 20 years is because, like Baxter, APHA believe in not only delivering the highest level of quality healthcare, but are also committed to improving the level of quality in patient care.

The aim of these awards that we have sponsored is to recognise employees of private hospitals who have gone above and beyond their role to create a positive change within the hospital system. The Baxter awards are to acknowledge healthcare professionals who play a pivotal role in improving patient outcomes.

On behalf of Baxter I thank you for your contribution to the Australian healthcare system and encourage you to enter these awards.

David Akeroyd
Managing Director ANZ
Baxter Healthcare

APPLICATION PROCESS & INSTRUCTIONS

CATEGORIES

- There are 3 categories for the 2011 APHA / Baxter Awards for Quality & Excellence.
- A hospital may provide a submission to more than one category.

ENTRY & DEADLINE

- Hospitals may nominate themselves for an Award.
- Submissions must be signed off by the hospital's CEO or equivalent on the provided Cover Sheet.
- Submissions may not be emailed.
- Submissions remain the property of APHA and information & photos provided may be used for promotional purposes.
- **Deadline:** Submissions must be mailed to APHA & postmarked by 15 August 2011, mail to:
Baxter Awards Judging Panel
Australian Private Hospitals Association
PO BOX 7426, Canberra BC ACT 2610

ELIGIBILITY

- All APHA "Full Members" are eligible to enter an application submission
- APHA members must have membership dues paid in full for the 2011-2012 financial year
- Acute (overnight) facilities may submit entries in respect of services provided in an ambulatory care setting for the Ambulatory Care Award.
- Hospitals that are not members of APHA are not eligible to enter the Awards

FINALISTS & NATIONAL CONGRESS PRESENTATION

- Up to three finalists will be identified in each award category. Finalists will be required to present an overview of their entry in a plenary session of the APHA National Congress in Sydney, on the afternoon of Monday 17 October 2011 "APHA / Baxter Awards Finalists Showcase".
- As a condition of entry, each entrant agrees to send one representative to the APHA National Congress to provide a short presentation (5 to 7 minutes) at the aforementioned "APHA / BAXTER Awards Finalists' Showcase". Return airfares will be provided courtesy of APHA where required.
- The content of the presentation is to be prepared by the entrant. It must cover the key points addressed in the entry documentation and could be augmented with PowerPoint slides, photographs and video (to be supplied by the entrant).

INSTRUCTIONS

- Entry submissions must follow the prescribed format / outline specified for the category of entry.
- Submission must include the completed Cover Sheet & applicable Check List provided at the end of this prospectus. The Cover Sheet and Check List are not included in the page limit for entries.
- The application must be clear and concise. The appropriateness and completeness of the application is a critical part of a successful entry.
- The application MUST address the Assessment Criteria applicable to the Award category.
- The application may include information not directly referred to within the criteria, ONLY if it would add to the value of the application.
- Wherever possible, statements of achievements MUST be supported with quantitative or qualitative data.
- Use ONLY A4 size paper throughout. Each page MUST be clearly numbered. Use only size 11 Arial font in full justification. Only applications in the required format will be considered.
- Submissions must adhere to the category page limit:
 - Clinical Excellence Award – 6 pages maximum
 - Ambulatory Care Award – 4 pages maximum
 - Community Involvement Award – 4 pages maximum
- There is no allowance for appendices.
- All applications MUST be accompanied by at least 10 colour photographs (as both high resolution electronic images on memory stick or CD and as hard copy images). These MUST be relevant to the application, and may be used – should the application prove successful as a Finalist – for promotional purposes.
- Applications remain the property of APHA and the information provided may be used for promotional purposes.
- APHA reserves the right to request further information from applicants.
- One (1) electronic copy (on CD or memory stick) and six (6) hard copies of each application (comprising of cover sheet, check list and written submission)
- Mail the application package to:
Baxter Awards Judging Panel
Australian Private Hospitals Association
PO BOX 7426, Canberra BC ACT 2610

JUDGING

Judging will be by the direct consideration of each application, plus (if necessary), discussions with the nominator. An Award will only be granted where warranted by the standard of entry. That is, should all applications in a category fail to meet the required standard; no Award will be presented in that category. The judges' decision will be final and no correspondence will be entered into.

The judging panel consists of the following persons:

1. President, APHA;
2. Vice-President, APHA;
3. Chief Executive Officer, APHA;
4. Managing Director, Baxter Healthcare, and;
5. Representative from the Australian Commission on Safety and Quality in Health Care

Should any of the above persons, or the organisations they represent, be nominated for an Award, those persons will be required to step aside from the judging panel and be replaced by a nominee of the National Board of the APHA.

The judging panel commits to confidentiality and each member of the panel is required to declare and avoid any possible conflict of interest, in writing.

AWARD PRESENTATION

Gala Dinner & Awards Night: 17 October 2011

The winners of the 2011 APHA / Baxter Awards for Quality & Excellence will be announced and presented at the Gala Dinner & Awards Night of the 31st Annual APHA National Congress, held at the Hilton Hotel, Sydney, on the evening of Monday, 17 October 2011.

The 31th Annual APHA National Congress will be held from 16 – 18 October 2011. More information about the Congress can be found at .apha.consec.com.au.

Questions

You may contact the APHA Secretariat on (02) 6273 – 9000 or email info@apha.org.au.

Good Luck!

CATEGORY: CLINICAL EXCELLENCE - QUALITY OF CARE & PATIENT OUTCOMES

AIM:

The aim of the Award is to recognise those private hospitals that have excelled in the provision of clinical treatment and demonstrated excellence in patient care **across the entire hospital operation, not** a specific program or service.

TIMEFRAME:

The application must only relate to the period of up to two years prior to the year of Entry.

ASSESSMENT CRITERIA:

- ✓ Process(es) the hospital has been through to improve its service and outcomes.
- ✓ What is the involvement of the hospital team members?
- ✓ How the team went about implementing the changes to clinical treatment & patient care.
- ✓ What is the measurable impact on patient outcomes, patient community and the hospital, and how is it monitored?

FORMAT/ OUTLINE:

In addition to the general instructions for applications, the written application for this Award must follow the prescribed format:

- I. Executive Summary
 - Summarise what was done & how
- II. Identify the Specific Problem / Challenge
 - What improvements were needed to achieve better clinical outcomes & patient care?
- III. Process & Approach
 - Detail the process(es) the hospital has been through to improve its service and outcomes
 - Describe the approach –what improvements were implemented and how?
- IV. Team Member Involvement
 - Identify what hospital staff were involved & what they did
- V. Results & Outcome
 - What is the measurable impact on patient outcomes, patient community and the hospital?
 - How were results monitored / measured?

CATEGORY: AMBULATORY CARE AWARD - ACUTE, DAY SURGERY, PSYCHIATRIC or REHABILITATION

AIM:

The aim of the Award is to recognise those facilities that have excelled in the provision of clinical treatment and demonstrated excellence in patient care in an ambulatory care setting.

TIMEFRAME:

The application must only relate to the period of up to two years prior to the year of entry and may involve either a new clinical service, which has been completed and is operational, or an existing service, which has been redeveloped and improved.

ASSESSMENT CRITERIA:

- ✓ Process the hospital has been through to arrive at excellence in its service delivery and outcomes.
- ✓ How are the hospital team members involved?
- ✓ How the team went about implementing any changes to clinical treatment and patient care.
- ✓ What is the measurable impact on the patient outcomes, patient community and the hospital and how is this monitored?
- ✓ Describe any perceived innovations. Are there any aspects of the service that you would consider unique?

FORMAT/ OUTLINE:

In addition to the general instructions for applications, the written application for this Award must follow the prescribed format:

- I. Executive Summary
 - Summarise what was done & how
- II. Identify the Specific Problem / Challenge
 - What improvements were needed to achieve better clinical outcomes & patient care?
- III. Process & Approach
 - Detail the process(es) the hospital has been through to improve its service and outcomes
 - Describe the approach –what improvements were implemented and how?
 - Describe any perceived innovations. Are there any aspects of the service that you would consider unique?
- IV. Team Member Involvement
 - Identify what hospital staff were involved & what they did
- V. Results & Outcome
 - Use evidence to describe the measurable impact on patient outcomes, patient community and the hospital
 - How were results monitored / measured?

CATEGORY: COMMUNITY INVOLVEMENT AWARD

AIM:

The aim of the Award is to recognise the contribution of a private hospital to the broader local community.

SPECIFIC GUIDELINES:

1. The award may indicate a long term contribution by the organization to its broader local community (that remains in place at present) or a single significant event which has taken place recently (last two years). This can be a particular community project or program.
2. **At least one reference is needed from a community member positively affected by the program. (Does not count towards page limit).**

ASSESSMENT CRITERIA:

- ✓ How was the need recognised by your organization?
- ✓ Describe the project, what it has done and benefits delivered.
- ✓ Relevance to the broader local community and extent to which the community is involved.
- ✓ Describe any unique, innovative features of the project.

FORMAT/ OUTLINE

In addition to the general instructions for applications, the written application for this Award must follow the prescribed format:

- I. Executive Summary
 - Summarise what was done & how
- II. Project Identification
 - What need was recognised by your organization, and, how was it identified?
- III. Project Description
 - Describe the project & approach – how were the benefits delivered to the community?
 - Describe any perceived innovations. Are there any aspects of the project that you would consider unique?
- IV. Team Member Involvement
 - Identify what hospital staff were involved & what they did
- V. Results & Outcome
 - What is the measurable impact on the broader community and the hospital?
 - To what extent was the community involved?



2011 APHA / BAXTER AWARDS FOR QUALITY & EXCELLENCE APPLICATION COVER SHEET

PLEASE TYPE OR USE BLOCK LETTERS

Full Organisation Name:					
Street Address:					
City / Suburb:					
State:		Postcode:			
Nominator / Contact Full Name:					
Nominator / Contact Job / Position Title:					
Telephone:		Email Address:			
Award Category: (please tick one)					
Clinical Excellence	<input type="checkbox"/>	Ambulatory Care	<input type="checkbox"/>	Community Involvement	<input type="checkbox"/>
Submission Title:					
<p><u>Undertaking</u> - If selected as a finalist, I agree to send one representative of the hospital to present an overview of this entry to the APHA National Congress on Monday 17 October 2011. This representative will also collect the award if they win. Please provide their name and email for confirmation.</p>					
NAME:		PHONE:		EMAIL:	
CEO (or equivalent) Full Name & Title:	Full name			Title	
APHA Membership Dues Paid for 2011-12 Financial Year:				Yes / No	
CEO (or equivalent) Signature:				Date:	

CHECKLIST - CLINICAL EXCELLENCE AWARD

QUALITY OF CARE & PATIENT OUTCOMES

*Aim: The aim of the Clinical Excellence Award is to recognise those private hospitals that have excelled in the provision of clinical treatment and demonstrated excellence in patient care **across the entire hospital operation**, not a specific program or service.*

Tick Your Submission Pack

- | | |
|--------------------------|---|
| <input type="checkbox"/> | My Submission Pack includes 6 copies of: <ul style="list-style-type: none">• Cover Sheet• Check List• Written Submission• Hard copy of at least 10 labelled, colour photos |
| <input type="checkbox"/> | My Submission Pack includes: <ul style="list-style-type: none">• 1 electronic copy of my written submission, cover sheet, check list, and photos (at least 10 & in colour) by CD or memory stick. |
| <input type="checkbox"/> | The photos (at least 10 & in colour) provided in my electronic submission are high resolution. |
| <input type="checkbox"/> | The photos (at least 10 & in colour) provided with my submission are relevant to my application and are labelled. |

Deadline

- | | |
|--------------------------|---|
| <input type="checkbox"/> | I have mailed my Submission Pack to APHA with a postmark on or before 15 August 2011. |
|--------------------------|---|

Format & Section Headings

- | | |
|--------------------------|--|
| <input type="checkbox"/> | I have used the format & headings prescribed in the outline below & detailed on the Clinical Excellence Award page: <ul style="list-style-type: none">• Executive Summary• Identify the Specific Problem / Challenge• Process & Approach• Team Member Involvement• Results & Outcome |
| <input type="checkbox"/> | I have addressed the Assessment Criteria. |
| <input type="checkbox"/> | I have not used acronyms or abbreviations. |
| <input type="checkbox"/> | Written submission is clear & concise. |
| <input type="checkbox"/> | My submission does not exceed 6 pages (excludes coversheet, check list, photos) |

Printing, Binding & Page Limit

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Only A4 plain white paper used for written submission, cover sheet, check list, and hard copy photos (can be multiple photos per page). |
| <input type="checkbox"/> | I stapled my submission in the upper left corner only & did not include other binding, covers, folders, etc. |
| <input type="checkbox"/> | I have not exceeded the 6-page limit for my submission (page limit excludes: coversheet, check list, & photos). Note there is no provision for appendices. |
| <input type="checkbox"/> | Each page is numbered and only size 11 Arial font in full justification was used. |

Nominator Signature:

CHECKLIST – AMBULATORY CARE AWARD, ACUTE, DAY SURGERY, PSYCHIATRIC or REHABILITATION

Aim: The aim of the Award is to recognise those facilities that have excelled in the provision of clinical treatment and demonstrated excellence in patient care in an ambulatory care setting.

Tick Your Submission Pack

- | | |
|--------------------------|---|
| <input type="checkbox"/> | My Submission Pack includes 6 copies of: <ul style="list-style-type: none">• Cover Sheet• Check List• Written Submission• Hard copy of at least 10 labelled, colour photos |
| <input type="checkbox"/> | My Submission Pack includes: <ul style="list-style-type: none">• 1 electronic copy of my written submission, cover sheet, check list, and photos (at least 10 & in colour) by CD or memory stick. |
| <input type="checkbox"/> | The photos (at least 10 & in colour) provided in my electronic submission are high resolution. |
| <input type="checkbox"/> | The photos (at least 10 & in colour) provided with my submission are relevant to my application and are labelled. |

Deadline

- | | |
|--------------------------|---|
| <input type="checkbox"/> | I have mailed my Submission Pack to APHA with a postmark on or before 15 August 2011. |
|--------------------------|---|

Format & Section Headings

- | | |
|--------------------------|--|
| <input type="checkbox"/> | I have used the format & headings prescribed in the outline below & detailed on Award page: <ul style="list-style-type: none">• Executive Summary• Identify the Specific Problem / Challenge• Process & Approach• Team Member Involvement• Results & Outcome |
| <input type="checkbox"/> | I have addressed the Assessment Criteria. |
| <input type="checkbox"/> | I have not used acronyms or abbreviations. |
| <input type="checkbox"/> | Written submission is clear & concise. |
| <input type="checkbox"/> | My submission does not exceed 4 pages (excludes coversheet, check list, photos) |

Printing, Binding & Page Limit

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Only A4 plain white paper used for written submission, cover sheet, check list, and hard copy photos (can be multiple photos per page). |
| <input type="checkbox"/> | I stapled my submission in the upper left corner only & did not include other binding, covers, folders, etc. |
| <input type="checkbox"/> | I have not exceeded the 4-page limit for my submission (page limit excludes: coversheet, check list, & photos). Note there is no provision for appendices. |
| <input type="checkbox"/> | Each page is numbered and only size 11 Arial font in full justification was used. |

Nominator Signature: _____

CHECKLIST – Community Involvement Award

AIM: The aim of the Award is to recognise the contribution of a private hospital to the broader local community.

Tick	Your Submission Pack
<input type="checkbox"/>	My Submission Pack includes 6 copies of: <ul style="list-style-type: none">• Cover Sheet• Check List• Written Submission• Hard copy of at least 10 labelled, colour photos
<input type="checkbox"/>	My Submission Pack includes: <ul style="list-style-type: none">• 1 electronic copy of my written submission, cover sheet, check list, and photos (at least 10 & in colour) by CD or memory stick.
<input type="checkbox"/>	The photos (at least 10 & in colour) provided in my electronic submission are high resolution.
<input type="checkbox"/>	The photos (at least 10 & in colour) provided with my submission are relevant to my application and are labelled.
Deadline	
<input type="checkbox"/>	I have mailed my Submission Pack to APHA with a postmark on or before 15 August 2011.
Format & Section Headings	
<input type="checkbox"/>	I have used the format & headings prescribed in the outline below & detailed on Award page: <ul style="list-style-type: none">• Executive Summary• Project Identification• Project Description• Team Member Involvement• Results & Outcome
<input type="checkbox"/>	I have addressed the Assessment Criteria.
<input type="checkbox"/>	I have not used acronyms or abbreviations.
<input type="checkbox"/>	Written submission is clear & concise.
<input type="checkbox"/>	I have included the requisite community reference.
Printing, Binding & Page Limit	
<input type="checkbox"/>	Only A4 plain white paper used for written submission, cover sheet, check list, and hard copy photos (can be multiple photos per page).
<input type="checkbox"/>	I stapled my submission in the upper left corner only & didn't include other binding, covers, folders, etc.
<input type="checkbox"/>	I have not exceeded the 4-page limit for my submission (page limit excludes: coversheet, check list, community reference, & photos). Note there is no provision for appendices.
<input type="checkbox"/>	Each page is numbered and only size 11 Arial font in full justification was used.

Nominator Signature: