



Health
Mid North Coast
Local Health District



2019 MNCLHD Health Awards



2019 HEALTH INNOVATION AWARDS

INTRODUCTION

The annual MNCLHD Health Awards recognise innovation and excellence in the delivery of health programs and services to the Mid North Coast communities who use the public health system.

The 2019 Awards continue to focus on how MNCLHD meets the objectives of the NSW State Health Plan: Towards 2021 and ensuring the long term sustainability of our healthcare system. This is achieved through innovative ways of delivering an integrated health system; creative partnerships; and improving efficiencies to supporting better health for the people of the Mid North Coast of NSW.

Team Awards

1. Patients as Partners
2. Delivering Integrated Care
3. Patient Safety First
4. Keeping People Healthy
5. Supporting our People
6. A Safe and Healthy Workplace
7. Health Research and Innovation
8. Excellence in the Provision of Mental Health Services

Individual Awards

9. Volunteer of the Year
10. Staff Member of the Year
11. Collaborative Leader of the Year

Key Dates

Entries Open	Monday 18 February 2019
Entries Close	Sunday 10 March 2019
Finalists Announced	Wednesday 17 April 2019
Awards Ceremony	Thursday 13 June 2019

Table of Contents

INTRODUCTION..... 1

AWARD CATEGORIES 3

 Team Awards..... 3

 Individual Awards 6

AWARD CRITERIA 8

 Team Awards..... 8

 Individual Awards 9

ENTRY FORMS 11

 Entry Form One 11

 Entry Form Two 14

SUBMISSION PROCESS AND CONDITIONS OF ENTRY 16

 Submission Process 16

 Conditions of Entry..... 16

ADDITIONAL INFORMATION 17

 Key Dates 17

 Appendix 1: Style Guidelines..... 17

AWARD CATEGORIES

There are 11 Award Categories:

Team Awards

1. *Patients as Partners*

Recognising that patients are partners in their health care, this award 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
- Promotion of CORE values in all patient interaction
- Engaging consumers in strategic planning and governance processes.

2. *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 award 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 the Mid North Coast Local Health District
- 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

Providing world-class clinical care where patient safety is first is a key priority for the Mid North Coast Local Health District and Patient Safety should be thought of as everybody's business. This award acknowledges a commitment to putting patient safety first every day. Projects within this category will display patient safety first in:

- Leading quality improvement to ensure safer patient care
- Delivering innovative approaches to improve 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

The Mid North Coast Local Health District is committed to promoting good health through raising awareness of healthy choices, preventing ill health and improving the overall health and wellbeing of the community.

The Keeping People Healthy award, formerly the Harry Collins Award, has previously commemorated the outstanding commitment and passionate contribution Mr Henry (Harry) Collins. Harry made a particularly outstanding contribution to the "Clean Hands Save Lives" Campaign prior to his death in November 2007. This campaign is an example of a Keeping People Healthy initiative. His dedication to bringing the community's perspective to the prevention of Healthcare Associated Infections is greatly appreciated by both patients and staff of the NSW Health system, and NSW Health is proud to recognise these achievements. This award aims to acknowledge similar 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. Supporting our People

Developing and supporting our people and culture is a priority for Mid North Coast Local Health District, an employer of over 4,000 staff. By supporting the people working for MNCLHD, positive interactions in the workplace are inspired and health outcomes are improved. Initiatives within this category will show support for people within the Mid North Coast Local Health District by:

- 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.

6. A Safe and Healthy Workplace

The Mid North Coast Local Health District is committed to ensuring a safe and healthy environment for patients and staff. This award aims to acknowledge the strong safety and healthy culture that underpins the commitment to providing a safe working environment for all staff. This category should be able to demonstrate workplace safety in:

- Improved systems and efficiencies to support better workplace safety and health outcomes
- 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
- Emphasis of CORE values in all staff interaction and training.

7. Health Research and Innovation

Collaboration between researchers, policy makers, service users, health managers and clinicians in research is critical and can lead to findings that are more likely to be innovative and positively inform health decisions. This includes innovative future focused infrastructure and digital health initiatives. Awardees may have demonstrated outstanding and innovative achievements by establishing:

- Ways of assisting clinicians and health decision makers to find or use research effectively

- 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
- Acknowledgement by decision makers of the impact of research on their policy or practice
- 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.

8. Excellence in the Provision of Mental Health Services

Mental Health is a priority area for the NSW Government, with one in five Australians aged 16 to 85 experience a mental illness in any year*. This award recognises and showcases innovation in improving the quality and safety of mental health patient care within programs which display:

- Best practice, excellence and innovation in mental health service delivery
- Development of consumer focused services
- Positive mental health and wellbeing through consumer and carer participation
- Improved prevention and early intervention.

*Australian Bureau of Statistics. (2009). National Survey of Mental Health and Wellbeing: Summary of Results, 4326.0, 2007. ABS: Canberra.

Individual Awards

9. Volunteer of the Year

The Volunteer of the Year Award recognises the significant contribution of an individual to volunteering within the Mid North Coast Local Health District.

This award aims to acknowledge an individual who:

- Provides excellent support for patients, carers and families
- Acts as a role model for volunteering within the Mid North Coast Local Health District which promotes volunteer services and inspires other volunteers
- Uses new and innovative ways to engage patients, carers and families.

10. Staff Member of the Year

This award aims to recognise Mid North Coast Local Health District employees who have made an exceptional contribution to the NSW health system.

This award aims to acknowledge an individual who:

- As part of their clinical or support role within Mid North Coast Local Health District, provides excellence in service to support staff, patients, carers or families
- Is a role model for promoting positive cultural change and inspiring other staff within the Mid North Coast Local Health District
- Uses new and innovative ways to engage staff, patients, carers or families.

11. Collaborative Leader of the Year

This award aims to recognise a Mid North Coast Local Health District employee who demonstrates exceptional collaboration within their role.

This award aims to acknowledge an individual who promotes:

- Innovative skills in collaboration and effective team work
- Supporting teams to work collaboratively to improve patient care
- Achieving sustainable results through successful inter-personal collaboration
- Strong corporate and clinical governance and CORE values in all health services.

Closing the Gap Award:

Closing the Gap is a key strategic priority for Mid North Coast Local Health District (MNCLHD). The MNCLHD is committed to improving the health and wellbeing outcomes of Aboriginal communities and has implemented a whole-of-organisation approach to Closing the Gap through the MNCLHD Closing the Gap Intensification Framework 2016-2020.

The MNCLHD Chief Executive will review entries from across all categories and select the submission that best addresses differential outcomes for Aboriginal people and clearly demonstrates positive outcomes that are either direct or flow-on based on the nature of the project.

AWARD CRITERIA

Team Awards

The Award Criteria and weighting relating to each award category is provided below. This information should be taken into consideration when compiling submissions.

1. Patients as Partners
2. Delivering Integrated Care
3. Patient Safety First
4. Keeping People Healthy
5. Supporting our People
6. A Safe and Healthy Workplace
7. Health Research and Innovation
8. Excellence in the Provision of Mental Health Services

CRITERIA		POINTS
Innovation and Originality	<p>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.</p> <p>The project should show resourcefulness and creativity. It may include workforce or other innovation and use of enabling technologies with support for a sustainable service model.</p>	15
Sustainable and Scalable	<p>Evidence showing the project/program has resulted in systemic and tangible changes which are embedded within the organisation 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.</p> <p>Nominations must include data/evidence to support potential outcomes and return of investment if/when the project is to be scaled.</p>	15
Better Patient Outcomes	<p>Evidence showing how the project/program has improved outcomes for patients. This 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.</p> <p>Nominations should include data/evidence to support potential outcomes.</p> <p>Note: NSW Health encourages submission of projects/programs 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. Evidence to demonstrate there are clear steps to ensure equity of access and reduction in the burden of disease for Aboriginal people is required.</p>	15
Better Teamwork and Partnerships	<p>Evidence of improved teamwork, demonstrating effective engagement through community and stakeholder consultation to meet the project/program objectives.</p>	15

CRITERIA		POINTS
	Effective care which is consumer-focused integrated and operates across professional boundaries.	
CORE – Collaboration, Openness, Respect and Empowerment	The extent to which the project/program demonstrates and promotes the CORE Values - Collaboration, Openness, Respect and Empowerment.	15
Link to NSW Health Strategic Planning Framework	Evidence that strategies, performance measures or health specific indicators relate to the NSW 2021 Plan, the NSW Health Performance Framework and Mid North Coast Local Health District Service Agreement as well as the eHealth Strategy for NSW Health.	10
Productivity and Efficiency	The project /program demonstrates evidence-based improvements in productivity and efficiency/value for money.	5
Logical Coherence and Rigour	The overall logic of the submission and the rigour of the method and results are clear.	5
Quality of Presentation	The overall clarity of expression and organisation of the material presented in the submission is sound.	5
	TOTAL	100

AWARD CRITERIA

Individual Awards

The Award Criteria and weighting relating to each award category is provided below. This information should be taken into consideration when compiling submissions.

Volunteer of the Year

CRITERIA		POINTS
Provides Excellence in Volunteering	Provides excellent support for patients, carers and families.	25
Promotion and Engagement	Acts as a role model for volunteering within the MNCLHD which promotes volunteer services and inspires other volunteers.	25
Innovative Approaches	Evidence that the individual uses new and innovative ways to engage patients, carers and families.	25
CORE – Collaboration, Openness, Respect and Empowerment	The extent to which the individual promotes any or all of the CORE values of Collaboration, Openness, Respect and Empowerment.	25
	TOTAL	100

Staff Member of the Year

CRITERIA		POINTS
Provides Excellent Services	As part of their clinical or support role within MNCLHD provides excellence in service to support staff, patients, carers or families.	25
Positive Cultural Change	Is a role model for promoting positive cultural change and inspiring other staff within MNCLHD.	25
Innovative Approaches	Evidence that the individual uses new and innovative ways to engage staff, patients, carers or families.	25
CORE – Collaboration, Openness, Respect and Empowerment	The staff member demonstrates a commitment to promoting any, or all of, the CORE values of Collaboration, Openness, Respect and Empowerment.	25
TOTAL		100

Collaborative Leader of the Year

CRITERIA		POINTS
Achieves Outcomes	Demonstrates the ability to set and implement a clear strategic direction and pathway including through partnerships. Demonstrates positive outcomes for patients and clients while meeting service agreement targets that help improve performance. Demonstrates the ability to improve efficiency in meeting agreed objectives through delivering desired results.	30
Transforming the System	Evidence that the leader uses new information, research findings and ideas to shape health service delivery. Demonstrates success in change management and includes approach to dealing with issues and interests of others.	20
CORE – Collaboration, Openness, Respect and Empowerment	Achievements which demonstrate a commitment to promoting any, or all of, the CORE values of Collaboration, Openness, Respect and Empowerment.	20
Engages People and Builds Partnerships	Evidence that the leader has brought together two or more clinical/clinical support teams to work collaboratively to improve patient care. Achieving sustainable results through successful interpersonal collaboration.	10
Sustainability	Evidence that system changes are favourably adopted and embedded.	10
Logical Coherence and Rigour	The overall logical coherence of the submission and the rigour of the method and results are clear.	5
Quality of Presentation	The overall clarity of expression and organisation of the material presented is sound.	5
	TOTAL	100

ENTRY FORMS

The following templates have been designed to assist in identifying the relevant components relating to the award category and addressing the award criteria. The quality of all award submissions is considered by the judging panels. Please ensure information is presented in a logical, coherent manner supported by evidence and/or research.

Entry Form One

Awards 1-8 – also refer to Appendix 2: Style Guidelines

AWARD CATEGORY	
Award Category:	
ENTRANT CONTACT DETAILS	
Team Contact Name: (please select one member of your team)	
Contact Position Title:	
Contact Number:	
Facility or service unit:	
Contact Postal Address:	
Email Address:	
Number of People in Your Entry Team:	

SECTION	WORD LIMIT	GUIDELINES
Entry title	<i>Max. 50 characters</i>	Keep the title short and interesting for the judges
Partner Organisation		List any partner organisations
Image of team	<i>Must be jpeg format and preferably between 3MB and 5MB</i>	Image of team to be included in the submission
Abstract	<i>125 Words</i>	Provide a clear succinct outline of the project/program noting the aim, method, results and conclusion.
Relevance to entry category	<i>125 words</i>	Explain how: <ol style="list-style-type: none"> 1. The project relates to the Award Category 2. The project meets the strategic aims of the Award Category 3. Any substantial benefits impact across other Award Categories.
Innovation and Originality	<i>250 words</i>	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. The project should show resourcefulness and creativity and may include workforce or other innovation and use of enabling technologies with support for a sustainable service model.
Sustainable and Scalable	<i>250 words</i>	Systemic changes which are embedded within MNCLHD 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, including metrics, examples, research/evaluation programs or publications. Nominations must include data/evidence to support potential outcomes and return of investment if/when the project is to be scaled.

Better Patient Outcomes	<i>200 words</i>	<p>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.</p> <p>Note: MNCLHD 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.</p>
Better Teamwork and Partnerships	<i>100 words</i>	Provide evidence of improved teamwork, demonstrating effective engagement through community and stakeholder consultation to meet the project/program objectives. Provide evidence of effective care which is consumer-focused, integrated and operates across professional boundaries.
CORE Values – Collaboration, Openness, Respect and Empowerment	<i>100 words</i>	Explain the extent to which the project/program demonstrates and promotes the CORE Values – Collaboration, Openness, Respect and Empowerment.
Link to NSW Health strategic planning framework	<i>100 words</i>	Explain how the project/program links to the NSW Health strategic planning framework. Provide evidence of strategies, performance measures or health specific indicators which relate to the NSW 2021 Plan, the NSW Health Performance Framework and MNCLHD Service Agreement as well as the eHealth Strategy for NSW Health.
Productivity and Efficiency	<i>100 words</i>	Show the project /program demonstrates an improvement in productivity and efficiency/value for money. Include any metrics, examples, research/evaluation programs or publications.
Total Tables and Graphics	<i>1350 words</i> <i>Must be in pdf, .doc, .xls, .xlsx, .docx, .jpg, .jpeg, or .png format and under 3MB</i>	<p>Including references; but excluding reference list and entry title.</p> <p>Tables and graphics are to be included as separate attachments.</p> <p>These should be clearly referenced in the body of your submission and correspond to the file name, for example 'Table1' and Table1.doc.</p>
Reference list	List any references	

Entry Form Two

Awards 9-11 – also refer to Appendix 2: Style Guidelines

AWARD CATEGORY	
Award Category:	Choose one of the Individual Award categories: <ul style="list-style-type: none"> • Volunteer of the Year • Staff Member of the Year • Collaborative Leader of the Year
NOMINATOR 1 CONTACT DETAILS	
Contact Name:	Nominees for an Individual Award must be nominated by two people. Enter the contact details of Nominator 1 in this section.
Contact Position Title:	
Clinical Network / Facility/Unit:	
Contact Phone Number:	
Contact Email Address:	
NOMINATOR 2 CONTACT DETAILS	
Contact Name:	Nominees for an Individual Award must be nominated by two people. Enter the contact details of Nominator 2 in this section.
Contact Position Title:	
Clinical Network / Facility/Unit:	
Contact Phone Number:	
Contact Email Address:	
NOMINEE'S CONTACT DETAILS	
Nominee Name:	Enter the nominee's contact information in this section.
Clinical Network / Facility/Unit:	
Nominee Position Title:	
Nominee Postal Address:	
Nominee Phone Number:	
Nominee Email Address:	

SECTION	WORD LIMIT	GUIDELINES
Relevance to entry category	<i>100 words</i>	Succinct statement of how the individual meets the Award Category and meets the aims as described in the relevant Award Criteria. Submissions that are not sufficiently relevant will not be eligible as a Finalist or Winner in the Category entered.
Individual Achievement	<i>1100 words</i>	Statement of the individual's specific achievement in relation to this award. To include: <ul style="list-style-type: none"> • Outline of the individual’s contribution to MNCLHD and the health sector more broadly • Evidence of the individual's contribution to each of the specific award criteria for the award being applied for.
Relationship to CORE Values	<i>50 words</i>	CORE — Collaboration, Openness, Respect and Empowerment. Describe how the individual promotes or enacts any, or all of, the CORE values of Collaboration, Openness, Respect and Empowerment.
Total	<i>1250 words</i>	Including references; but excluding reference list.
Individual Photo	<i>Must be jpeg format and preferably between 3MB and 5MB</i>	A photo of the nominee is to be included as a separate attachment.
Reference list	List any references	

I declare that the individual’s performance is at a level satisfactory and I support this award nomination.

Senior Executive Signature

Date:

SUBMISSION PROCESS AND CONDITIONS OF ENTRY

Submission Process

1. Awards are open to all Mid North Coast Local Health District staff, either individually, in partnership, or in conjunction with a lay partner.
2. The most relevant category should be selected with the entry carefully checked against the criteria and entry requirements.
3. Entries will be accepted from 18 February 2019 with the Awards portal closing to submissions at midnight Sunday 10 March 2019.

Conditions of Entry

1. Entries are to be submitted electronically. Details of the online submissions system is available from the MNCLHD Event Manager – MNCLHD-Events@health.nsw.gov.au
2. Entries must be carefully checked for accuracy and compliance with the *Submission Process and Conditions of Entry*.
3. Entries will be assessed by a judging panel, the decisions of which are final. No correspondence or discussion will be entered into.
4. Each entry will be considered within one category only and will be judged in the category to which it has been submitted. Selection of the most relevant category for each entry is entirely the responsibility of the submitter.
5. Submissions that do not comply substantially with entry requirements or are not sufficiently relevant may not be judged.
10. Submissions must adhere strictly to the word limits within the application. Applications which exceed the word limit will not be judged.
11. Previous entries are not to be re-submitted. However, where significant new developments have taken place e.g. follow-up outcome evaluation of a previous project, an entry may be made providing that:
 - a. Substantial work involving new information, concepts or initiatives are presented;
 - b. The entry focuses on the new work rather than re-presenting previous work; and
 - c. It is at least 3 years since the previous entry.
12. Awards will not necessarily be given in all categories and the judge's decision is final.
13. Copyright: All entries submitted to the Mid North Coast Local Health District's 2019 Health Awards assign copyright ownership to the Mid North Coast Local Health District. The work may be published, used for promotional material, media interviews or as models to support policy development.

ADDITIONAL INFORMATION

Key Dates

Entries Open	Monday 18 February 2019
Entries Close	Sunday 10 March 2019
Finalists Announced	Wednesday 17 April 2019
Awards Ceremony	Thursday 13 June 2019

Need more information?

If you require any additional information in relation to the Mid North Coast Local Health District's 2019 Health Awards, please contact **Linda Brookes** by phone 6691 1970, mobile 0429 881 314 or by email MNCLHD-Events@health.nsw.gov.au.

Appendix 1: Style Guidelines

The following style guidelines must be followed for all category submissions.

Style

- Use Arial font size 11
- Use simple, direct and correct common Australian English spelling
- 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

Tables and graphics

Tables and graphics are to be included as separate attachments and should be clearly referenced in your submission. If large graphics or images are to be attached, please compress them to reduce the file size to fewer than 3MB to facilitate electronic submission. Supported formats are pdf, .doc, .xls, .xlsx, .docx, .jpg, .jpeg or .png format.

Written permission

Written permission should be obtained for reproduction of previously published figures and tables.

References

When referring to other 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.