

2024

GUIDELINES AND CRITERIA for the MNCLHD Excellence Awards



MNCLHD Excellence Awards

GUIDELINES 2024

Introduction

The MNCLHD Excellence Awards recognise and celebrate innovation and excellence in the delivery of health programs and services to the Mid North Coast communities. We celebrate the health care teams, individuals and volunteers from all sites and services.

The 2024 Awards will recognise personalised, sustainable, and digitally enabled health programs that deliver outcomes that matter most to patients and invest in the wellness of our community.

In addition to the seven team and five individual categories, one submission is selected by the Governing Board Chair from all team categories to recognise outstanding performance in pursuit of better patient outcomes and a healthy Mid North Coast community.

MNCLHD is proud to celebrate our people and the work they do every day.

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Team Award Categories

1. Excellence in the Provision of Mental Health Services

Mental Health is a priority area for the NSW Government, with over two in five Australians aged 16-85 experiencing a mental illness at some time in their life*.

This award recognises and showcases work in improving the quality and safety of mental health patient care within programs and services 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
- strengthened prevention and early intervention
- community-based care practices, striking a better balance between care provided in hospitals, and that provided in the community
- integration between mental health and other providers including justice and human services.

**Australian Bureau of Statistics. (2022).*

2. 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 lead to better patient outcomes and to health system improvement.

This Award recognises the continuum of research from clinical research and clinical trials to translational health services research.

Projects in this category demonstrate outstanding achievements by:

- drawing on existing and emerging research evidence to guide the delivery of high quality care
- undertaking research and research translation activity that demonstrably improves outcomes that matter to our patients and the community
- assisting clinicians and health decision makers to find or use research effectively
- establishing research partnerships or collaborations involving clinicians, patients, research organisations, hubs, and networks, local health districts, pillar agencies, specialty networks and health organisations, that has led to outstanding examples of research that changed policy or practice, or patient and population health outcomes
- acknowledgement by decision makers of the impact of research on their policy or practice
- harnessing eHealth, health information and data analytics to support and harness health and medical research and innovation.

3. Keeping People Healthy

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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.

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.

4. Patient Safety

Providing world-class clinical care where patient safety comes first is a key priority for the Mid North Coast Local Health District and has a shared vision that Patient Safety is 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 improving patient's safety
- engaging patients in approaches to improve patient safety
- demonstrating leadership or role modelling behaviour that puts patient safety first.

5. Employee Safety and Wellbeing

Ensuring the safety and wellbeing of our people is a key priority for the Mid North Coast Local Health District. This award recognises the contributions that employees make in fostering a culture of an inclusive, healthy, safe and well workforce.

Initiatives within this category will be considered against the following criteria:

- leading innovative programs that aim to eliminate or minimise the risk of employee injury or harm
- positive impact on the overall employee experience, and health, safety and wellbeing performance at the MNCLHD
- ownership, adoption and implementation of best practice workplace health, safety and wellbeing measures
- engaging health care teams in approaches to improve employee safety and experience and safety
- improved systems and efficiencies to support better workplace safety and employee wellbeing

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- supporting long-term behaviour change to strengthen our culture of safety and employee wellbeing
- increased awareness of the importance of personal safety alongside patient safety
- enhanced access to, and training in, strategies that support workplace health, safety and wellbeing.

6. People and Culture

Developing and supporting our people and culture is a priority for the Mid North Coast Local Health District, an employer of over 4500 staff.

By supporting the people working for the LHD, positive interactions in the workplace are inspired and health outcomes are improved.

Initiatives within this category will show support for people within MNCLHD 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
- developing effective health professional managers and leaders
- 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 and safety culture
- increased awareness of the importance of personal safety alongside patient safety
- enhanced access and training in workplace health and safety
- fostering an inclusive culture that values and respects diversity.

7. Transforming Patient Experience

This award aims to acknowledge projects/programs which promote collaboration between the patient and the health care team to improve health.

Entries 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.

8. Close the Gap

In 2024 the Close the Gap Award is a submission category to recognise exceptional healthcare delivery through strong partnerships across MNCLHD and external agencies.

Closing the Gap is a key strategic priority for Mid North Coast Local Health District.

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Programs in this category will demonstrate:

- valuing and fostering respect for the expertise and knowledge of Aboriginal and Torres Strait Islander Community Controlled Health Services (ACCHSs) and their staff
- collaboration in designing and delivering services
- sharing of resources
- strong consultation and communication mechanisms
- strategic collaboration or partnership in the development of the project
- responsiveness to the local Aboriginal community's health needs, as identified by the local Aboriginal Health Organisation
- capacity building and employment of Partnership Agreement or Aboriginal Health LHD Action for Aboriginal people
- partnership with Aboriginal people and their communities in the design, implementation, evaluation and evidence building.

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Individual Award Categories

9. Excellence in Volunteering

The Excellence in Volunteering Award recognises the significant contribution of an individual or team to volunteering services within the Mid North Coast Local Health District.

This award aims to acknowledge an individual (or team) 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
- has used their voice and valued experience as a consumer to contribute towards health system change
- works in collaboration with health care teams
- actively engages patients, carers and families to encourage better patient outcomes.

10. Nurse/Midwife of the Year

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

This is awarded to a nursing/midwifery team member who:

- provides outstanding service which demonstrates their commitment to provide safe, quality and evidence-based care that elevates the human experience
- empowers patients to take control of their health and supports them in managing their own health journey
- promotes initiatives that benefit patients and/or the community
- enhances staff wellbeing through effective collaboration both with immediate team members and across the broader health workforce
- supports the CORE values and initiatives of MNCLHD and NSW Health.

11. Allied Health Professional of the Year

The Allied Health Professional of the Year makes an outstanding contribution to clinical excellence, leadership, education, and culture. They advocate for evidence-based practice, focus on value-based health care, and provide safe, quality, and compassionate patient care.

This Allied Health Professional shows commitment to supporting, empowering, and upskilling those around them. They passionately advocate for better patient outcomes through allied health services and collaborate across professions and services to achieve this.

The individual is recognised by peers for their outstanding professionalism and the continuous demonstration of pride to be an Allied Health Professional within NSW Health.

The areas of excellence for the Allied Health Professional of the Year are:

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- provides outstanding service which demonstrates their commitment to provide safe, quality and evidence-based care that elevates the human experience
- empowers patients to take control of their health and supports them in managing their own health journey
- promotes initiatives that benefit patients and/or the community
- enhances staff wellbeing through effective collaboration both with immediate team members and across the broader health workforce
- supports the CORE values and initiatives of MNCLHD and NSW Health.

12. Employee of the Year in a Corporate or Administration role

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

The Staff Member of the Year Award recognises NSW Health employees who have made an exceptional contribution through effective collaboration to the NSW Health System.

This award acknowledges an individual who:

- as part of their role in MNCLHD, demonstrates excellence of service to support staff, patients, carers or families
- is a role model for promoting positive cultural change and inspiring other staff
- works to strengthen collaboration with staff, patients, carers or families
- supports effective teamwork to improve/support patient care
- applies strong corporate governance in the performance of their role
- supports the CORE values and initiatives of MNCLHD and NSW Health.

13. 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:

- as part of their role in MNCLHD, provides excellence in service to support staff, patients, carers or families.
- is a role model for promoting positive cultural change and inspiring other staff
- delivers sustainable results through successful inter-personal collaboration
- facilitates effective teamwork to improve clinical and/or non-clinical services
- demonstrates a commitment to ensuring better patient outcomes
- supports the CORE values and initiatives of MNCLHD and NSW Health.

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Key Dates

Entries Open	Monday 22 January 2023
Entries Close	Sunday 31 March (8pm)
Finalists Announced	Thursday 9 May 2024
Awards Ceremony	Friday 21 June 2024 (9.30am - 12.30pm)

Need more information?

If you require any additional information in relation to the 2024 MNCLHD Health Innovation Awards please visit:

[Mid North Coast Local Health District Excellence Awards \(mnclhdevents.com.au\)](https://mnclhdevents.com.au)