

2020 HNE Excellence Awards Guidelines



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Overview

The HNE Excellence Awards are a way of formally recognising outstanding staff members and/or teams and acknowledging the work they do for others, day in, day out. They celebrate the pinnacle of clinical excellence, quality, innovation/improvement and outstanding achievement across the District and they feed directly into the NSW Health Awards.

In 2020, the awards will continue to focus on meeting the objectives of NSW State Health Plan: Towards 2021 and ensuring the long term sustainability of our healthcare system. This is achieved through innovative ways of improving the delivery of an integrated health system; effective partnerships; and improving efficiencies to supporting better health for the people of our district.

Achievement Awards Categories (Individual Awards)

Staff Member of the Year

Volunteer of the Year (*open to teams and individuals*)

Collaborative Leader of the Year (*Nominated by HNE Executive Leadership Team only*)

High Value Health Care Awards Categories (Team Awards)

Patients as Partners

Delivering Integrated Care

Patient Safety First

Keeping People Healthy

Supporting our People

A Safe and Healthy Workplace

Health Research and Innovation

Excellence in the Provision of Mental Health Services

Sustainability and Environmental Health (*open to teams and individuals*)

Key Dates

Entries Open	10 February 2020
Entries Close	13 March 2020
Finalists Announced	12 June 2020
Excellence Awards Gala Dinner	26 August 2020

More Information

Links to award documents, updates and useful information is available on the Research Innovation Portal:

<http://www.hnehealth.nsw.gov.au/working-together/Pages/HNE%20Excellence-Awards.aspx>

Achievement Awards (Individual Awards)

Overview

The HNE Achievement Awards acknowledge outstanding innovation and performance and are open to individuals and volunteers from across Hunter New England Local Health District. These awards are a celebration of the exceptional contribution HNE Health staff and volunteers have made in their roles and to the broader community.

Contact

If you require assistance or more information on the HNE Achievement Awards, please contact HNE Strategic Communications Unit: Courtney.Farrar@health.nsw.gov.au

Achievement Award Categories

Staff Member of the Year

The award aims to recognise HNE Health employees who have made an exceptional contribution to improvements in the health system. This award aims to acknowledge an individual who:

- as part of their clinical or support role in HNE Health, provide demonstrable excellence in service to support staff, patients, carers or families
- is a role model for promoting positive cultural change and inspiring other staff within HNE Health
- has improved service delivery and patient outcomes through the use of new and innovative ways of engaging staff, patients, carers or families.

Volunteer of the Year

(open to teams or individuals)

The Volunteer of the Year Award recognises the significant contribution of a team or individual to volunteering within HNE Health. This award aims to acknowledge a team or individual who:

- provides excellent support for patients, carers and families
- acts as a role model for volunteering in HNE Health which promotes volunteer services and inspires other volunteers
- uses new and innovative ways to engage patients, carers and families.

Collaborative Leader of the Year

(Nominations submitted by HNE Executive Leadership Team only)

The Collaborative Leader of the Year acknowledges a HNE Health employee who demonstrates exceptional collaboration within their role and is open to clinical and non-clinical HNE staff.

This award aims to recognise a successful leader/manager/mentor who has shown true leadership qualities by managing their services effectively, including:

- 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.

HNE Achievement Awards Criteria

In addition to the Collaborative Leader category nominated and selected by our Executive Leadership Team, the following categories are open for nomination across the District, and the following criteria should be addressed when responding to each section:

Staff Member of the Year		
Application Section	Word Limit	Criteria
Relevance to entry category	<i>100 words</i>	<p>When responding, please provide a succinct statement of how the individual:</p> <ul style="list-style-type: none"> • as part of their clinical or support role in HNE Health, provide demonstrable excellence in service to support staff, patients, carers or families • is a role model for promoting positive cultural change and inspiring other staff within HNE Health • has improved service delivery and patient outcomes through the use of new and innovative ways of engaging staff, patients, carers or families. <p>Submissions that are not sufficiently relevant will not be eligible as a Finalist or Winner in the Category entered.</p> <p>Please note this will be used for promotional materials if this entry becomes a finalist.</p>
Individual achievement	<i>1100 words</i>	<p>When responding please provide a statement of the individual's specific contribution to HNE Health and the health sector more broadly, including evidence of the individual's contribution to each of the following specific award criteria:</p> <ul style="list-style-type: none"> • Provides excellent services: As part of their clinical or support role in HNE Health, provides excellent and consistent service to support staff, patients, carers or families. • Positive cultural change: Is a role model for promoting positive cultural change and inspiring other staff within HNE Health. • Innovative approaches: Evidence that the individual uses new and innovative ways to engage staff, patients, carers or families.
Relationship to CORE values	<i>50 words</i>	<p>CORE — Collaboration, Openness, Respect and Empowerment.</p> <p>When responding please provide a statement describing how the individual promotes and enacts any, or all of, the CORE values of Collaboration, Openness, Respect and Empowerment.</p>
Image/Photo		<p>Please ensure that all entries have an appropriate Image of the 'Individual' ready to upload upon submission of entry. Refer to Step 5 – Submission Guidelines for further details</p>
Total	<i>1250 words</i>	Including references; but excluding reference list.

Volunteer of the Year		
Section	Word Limit	Criteria
Relevance to entry category	<i>100 words</i>	<p>When responding, please provide a succinct statement of how the individual :</p> <ul style="list-style-type: none"> • provides excellent support for patients, carers and families • acts as a role model for volunteering in HNE Health which promotes volunteer services and inspires other volunteers • uses new and innovative ways to engage patients, carers and families. <p>Submissions that are not sufficiently relevant will not be eligible as a Finalist or Winner in the Category entered.</p> <p>Please note this will be used for promotional materials if this entry becomes a finalist.</p>
Individual achievement	<i>1100 words</i>	<p>When responding, please provide a statement of the individual's specific contribution to HNE Health and the health sector more broadly and evidence of the individual's contribution to each of the following specific award criteria:</p> <ul style="list-style-type: none"> • Excellence in volunteering: Provision of excellent and consistent support for patients, carers and families • Promotion and engagement: Acts as a role model for volunteering in HNE Health which promotes volunteer services and inspires other volunteers. • Innovative approach: Evidence that the individual uses new and innovative ways to engage patients, carers and families.
Relationship to CORE values	<i>50 words</i>	<p>CORE — Collaboration, Openness, Respect and Empowerment.</p> <p>When responding please provide a statement describing how the individual promotes and enacts any, or all of, the CORE values of Collaboration, Openness, Respect and Empowerment.</p>
Image/Photo		<p>Please ensure that all entries have an appropriate Image of the 'Individual' ready to upload upon submission of entry. Refer to Step 5 – Submission Guidelines for further details</p>
Total	<i>1250 words</i>	Including references; but excluding reference list.

High Value Health Care (HVHC) Team Awards

Overview

The High Value Health Care Awards reinforces our focus on High Value Health Care and ensures we recognise work that accomplishes the Triple Aim of meeting population health needs at the highest quality and lowest cost per capita.

Contact

If you require assistance or more information regarding the High Value Health Care Awards, please contact HNELHD-RSDO@health.nsw.gov.au

HVHC 'Award Categories'

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. 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.

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 nongovernment sectors to ensure access to the best possible health care for all residents of HNELHD
- 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.

Patient Safety First

Providing world-class clinical care where patient safety comes first is a key priority for HNE Health, HNE Health 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 patients safety
- engaging patients in approaches to improve patient safety
- demonstrating leadership or role modelling behaviour that puts patient safety first.

Keeping People Healthy

HNE Health 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, formally The NSW Health 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 HNE health system, and HNE 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.

Supporting Our People

Developing and supporting our people and culture is a priority for HNE Health, an employer of over 140,000 staff. By supporting the people working for HNE Health, positive interactions in the workplace are inspired and health outcomes are improved. Initiatives within this category will show support for people within HNE Health by:

- working collaboratively within the HNE 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 HNE Health CORE values & respects diversity
- developing effective health professional managers and leaders.

A Safe and Healthy Workplace

HNE Health 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 HNE Health's commitment to providing a safe working environment for all staff. This category should 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.

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.

Excellence in the Provision of Mental Health Services

Mental Health is a priority area for both HNE Health and the NSW Government, with one in five (20%) Australians aged 16-85 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

Sustainability and Environmental Health

Recognising that climate change and unsustainable resource use are contributing to ill-health the world over, this award aims to acknowledge environmental sustainability projects, practices and programs which promote healthcare without harm. *Please refer to page 13 for specific criteria for the HVHC Sustainability and Environmental Health Award.*

High Value Health Care (HVHC) Team Awards Criteria

All HVHC Award Categories will be assessed using the following criteria:

Section	Word Limit	Guidelines
Entry title	50 characters	A short meaningful, acronym free and catchy title of the project
Abstract	150 words	The abstract will be used to describe your project in publications; Write a clear summary of the paper, including aim, method, results and conclusion.
Relevance to entry category	125 words	Explain how the project: <ol style="list-style-type: none"> relates to the Award Category meets the Award Category Criteria impacts across 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. Describe and demonstrate (data) the scale of the issue being addressed. If the project/program is using a known innovation, describe the evidence supporting its effectiveness and 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. <i>Maximum Score: 20</i>
Sustainable and scalable	250 words	Provide evidence (data) showing the project/program has resulted in systemic changes which are embedded within the organisation and are sustainable over time. Demonstrate how the project/program is scalable (enabling HNE systems, processes, partnerships, resources), able to be replicated and has been (or has potential to be) successfully transferred to other health services/settings. For the Health Research and Innovation Award – Nominations must include data/evidence to demonstrate outcomes. <i>Maximum Score: 20</i>
Better patient outcomes	200 words	Provide evidence (data) 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.

		<p>Include evidence (if available) for differential outcomes for Aboriginal people that are either direct or flow-on based on the nature of the project.</p> <p><i>Maximum Score: 15</i></p>
Better teamwork and partnerships	<i>100 words</i>	<p>Provide evidence of improved new partnerships, processes and/or teamwork within a team. Demonstrate how effective engagement with team members through community and stakeholder consultation was achieved. Provide evidence of how care delivery was improved in terms of it being now consumer-focused, integrated and operates across professional boundaries.</p> <p><i>Maximum Score: 10</i></p>
CORE Values – Collaboration, Openness, Respect and Empowerment	<i>100 words</i>	<p>Explain the extent to which the project/program demonstrates and promotes the CORE Values – Collaboration, Openness, Respect and Empowerment.</p> <p><i>Maximum Score: 10</i></p>
Link to NSW Health strategic planning framework	<i>100 words</i>	<p>Explain how the project/program links to and aligns to priorities in the NSW/HNE Health strategic planning framework. Provide evidence of how the initiative addresses policies, performance measures or health specific indicators which relate to the NSW 2021 Plan, the NSW Health Performance Framework and HNE Health Operational Plan, as well as the eHealth Strategy for NSW Health.</p> <p><i>Maximum Score: 10</i></p>
Productivity and value for money	<i>100 words</i>	<p>Provide evidence (data) of how the project /program demonstrates an improvement in productivity and efficiency/value for money. Include any metrics, examples, research/evaluation programs or publications.</p> <p><i>Maximum Score: 5</i></p>
Logical coherence and rigour	<p>When completing each question, please ensure the overall logic of the submission as well as the rigour of the method and results are clear.</p> <p><i>Maximum Score: 5</i></p>	
Quality of presentation	<p>When completing each question, please ensure the overall clarity of expression and organisation of the material presented in the submission is sound.</p> <p><i>Maximum Score: 5</i></p>	
Image/Photo	<p>Please ensure that all entries have an appropriate Image of the ‘project team’ ready to upload upon submission of entry. Refer to Step 5 – Submission Guidelines for further details.</p>	

HVHC - Sustainability and Environmental Health

Overview

For the second year running The HNE Sustainability and Environment Award acknowledges projects, programs and staff with outstanding innovation and potential to deliver environmental benefits in a health care setting across Hunter New England Local Health District.

Contact

If you require assistance or more information on the Sustainability and Environmental Health Award, please contact HNE Health Research and Translation Centre: HNELHD-RSDO@health.nsw.gov.au

Sustainability and Environmental Health Criteria

Recognising that climate change and unsustainable resource use are contributing to ill-health the world over, this award aims to acknowledge environmental sustainability projects, practices and programs which promote healthcare without harm.

High Value Health Care - Sustainability and Environmental Health – Open to individuals and teams

Application Section	Word Limit	Criteria
Relevance to entry category	<i>100 words</i>	<p>When responding, please provide a succinct statement of the potential to deliver environmental benefits to a health care setting and the long term impact</p> <p>Submissions that are not sufficiently relevant will not be eligible as a Finalist or Winner in the Category entered.</p> <p>Please note this will be used for promotional materials if this entry becomes a finalist.</p>
Achievement	<i>1100 words</i>	<p>When responding, please describe:</p> <ul style="list-style-type: none"> - a project, practice or program that has the potential to deliver environmental benefits in a health care setting - the innovation and originality, with the potential for long-term impact
Image/Photo		<p>Please ensure that all entries have an appropriate Image of the 'Individual or team' ready to upload upon submission of entry. Refer to Step 5 – Submission Guidelines for further details</p>
Total	<i>1200 words</i>	Including references; but excluding reference list.

Submission Guidelines

All applications are to be submitted using the online system AwardForce:

<https://hnehealth.awardsplatform.com/>

Step 1 - Register an account



Health
Hunter New England
Local Health District

Register

Start here

- 1 Register an account.
- 2 Start your entry (save it in-progress).
- 3 Submit your entry to be in the running.

Best of luck!

For any questions, please contact email



First name

Last name

Email

Password

Confirm password


I have read and agree to the [privacy policy](#),
[cookie policy](#) and [terms of service](#).

Register

Step 2 - Start an entry

HNE Health Grant and Awards Platform

- Dashboard
- Setup guide +
- Entries +
- Manage entries
- Manage reviews
- Judge entries
- My entries
- Users
- Judging +
- Content +



Health
Hunter New England
Local Health District

[🔗 ⓘ Important information](#) ▾

Welcome to the Hunter New England Local Health District (HNELHD) Grant and Award submission program.

It is recommended when using this program that you complete the word template provided (including endorsements) then copy and paste the responses via this platform.

Support

If you have any questions on the entry process, please contact the organisers by email to HNELHD-RSDO@health.nsw.gov.au

- You may edit your entry after submitting, up until the entry deadline.
- Please make sure all your personal details are entered accurately, including contact details

My entries Active season (2020) ▾ Current ▾

Start entry
Copy
Delete
Download

Step 3 - Select the category you wish to enter

- Setup guide +
- Entries +
- Manage entries
- Manage reviews
- Judge entries
- My entries
- Users
- Judging +
- Content +
- Settings +

My entries → Start entry

All questions must be answered, unless marked optional.

Start here

[🔗 ⓘ Important Information](#) ▾

HNE may have more than one program running at any one time. Please ensure you select the relevant Category/Program you wish to apply to.

Category

Excellence Awards

Achievement Awards
High Value Health Care Awards
Sustainability and Environmental Health

Save + next
Cancel

My entries → Start entry

All questions must be answered, unless marked optional.

[Start here](#)

[🔗 ⓘ Important Information](#) ▾

HNE may have more than one program running at any one time. Please ensure you select the relevant Category/Program you wish to apply to.

Category

Excellence Awards ▾

Achievement Awards ▾

Staff Member of the Year
Volunteer of the Year - Teams and Individuals

[Save + next](#)

[Cancel](#)

My entries → Start entry

All questions must be answered, unless marked optional.

[Start here](#)

[🔗 ⓘ Important Information](#) ▾

HNE may have more than one program running at any one time. Please ensure you select the relevant Category/Program you wish to apply to.

Category

Excellence Awards ▾

High Value Health Care Awards ▾

A Safe and Healthy Workplace
Delivering Integrated Care
Excellence in the Provision of Mental Health Services
Health Research and Innovation
Keeping People Healthy
Patient Safety First
Patients as Partners
Supporting our People

[Save + next](#)

[Cancel](#)

Step 4 - Complete the information on each tab

Please note: Tabs differ on each award category.

My entries → Edit entry

All questions must be answered, unless marked optional.

[Start here](#)
[Awards Information](#)
[Nominator details](#)
[Nominee details](#)
[Criteria](#)
[Attachments - Awards](#)
[Entry Endorsement](#)

🔗 ⓘ Important Information ▾

HNE may have more than one program running at any one time. Please ensure you select the relevant Category/Program you wish to apply to.

Step 5 – Attachments

Please ensure that all entries upload an appropriate Image of the ‘team’ (for HVHC Awards) or the ‘Individual’ (for Achievement Awards).

My entries → Edit entry

All questions must be answered, unless marked optional.

[Start here](#)
[Awards Information](#)
[Nominator details](#)
[Nominee details](#)
[Criteria](#)
[Attachments - Awards](#)
[Entry Endorsement](#)

🔗 ⓘ Attachments information ▾

Material may be supplied as follows:

1. Upload Doc JPEG or PDF files. Maximum file size is 5MB per piece. A maximum of five pieces can be uploaded with your entry.
2. All attachments should correspond to the file name.
3. Video attachments may be hosted on a video site such as YouTube or Vimeo.
4. Provide website URL's to the publicly accessible campaign or active URL of a landing page. Please ensure any applicable usernames and passwords are provided and active.
5. Please do not upload any further written material as the judges will not consider these. The written component of your entry should be fully explained within the provided form fields.

Please upload an image of the team or individual.

Select file

Please ensure you upload either:

- Image of **Team** for High Value Health Care Awards
- Image of **Individual** for Achievement Awards

Must be jpeg format, between 3MB and 5MB and in landscape layout.

Reference list *(if applicable)* (optional)

Select file

Step 6 – Application Endorsement

Your entry must be approved by the nominee’s manager endorsing that they support this award entry and confirm that funding for the project/program is ongoing prior to submission (if applicable).

- Please complete the ‘Entry Endorsement’ section within AwardForce with the nominee’s manager’s name and email address.

My entries → Edit entry

All questions must be answered, unless marked optional.

[Start here](#) [Awards information](#) [Nominator details](#) [Nominee details](#) [Criteria](#) [Attachments - Awards](#) [Entry Endorsement](#)

🔗 ⓘ Manager Endorsement ▾

Please follow-up with the nominees manager to ensure they have endorsed your nomination.

Any nominations that do not have manager endorsement will not progress to the voting stage.

Manager Name

The senior manager (line manager or facility manager) of the nominee must endorse your entry prior to submission.

Manager Email Address

Please enter your endorser's email address

[Save + next](#)

[Save + close](#)

[Preview](#)

[Submit entry](#)

Please click the ‘Submit entry’ button.

The system will automatically email your nominated manager with a link to your application for their review and endorsement.

Please ensure you follow up with the nominee’s manager and ensure the application has been endorsed prior to submission deadline.