

ACHS QUALITY IMPROVEMENT AWARDS 2017

Submission Guidelines

The ACHS Quality Improvement (QI) Awards acknowledge healthcare organisations that achieve excellence and innovation in clinical care, organisation-wide practice, service delivery and performance measurement. The QI Awards provide ACHS program members and ACHS Clinical Indicator members with the opportunity to share patient-focused innovation and communicate their quality improvement achievements.

Eligibility

- Entry is open to all current members of the ACHS Accreditation and Clinical Indicator programs.
- The ACHS QI Awards are open to private and public organisations, large and small healthcare facilities in rural, regional and metropolitan settings, day procedure centres, day hospitals, community health centres, mental health facilities, rehabilitation agencies, nursing agencies and corporate offices.
- Entry is open to organisations from local, national and international jurisdictions.
- Projects that have been entered in other awards are eligible to be entered in the ACHS QI Awards 2017.
- Your application MUST relate to a quality improvement activity that has been implemented within the last two (2) years.
- All entrants agree to the publication and distribution of their submission(s) by ACHS (see sections on Privacy and Publication of QI Awards Reports).

Selecting a QI Category

There are three (3) QI Award 2017 categories:

- **Clinical Excellence and Patient Safety**
- **Non-Clinical Service Delivery**
- **Healthcare Measurement**

Refer to page 4 of this document for further information about these categories. There are no restrictions on the number of entries you may submit. Organisations may make multiple submissions in a single category or enter multiple submissions across different categories. If you are unsure which category to select for your submission, please contact Dr Mark Burgess (Project Officer – Standards and Product Development Unit) at The Australian Council on Healthcare Standards on +61 (0)2 9281 9955 or email qi.award@achs.org.au.

Privacy

Please ensure that your submission does not contain confidential information or restricted intellectual property (IP) that should not be circulated in the public domain. ACHS will not assume liability for IP breaches due to the inappropriate distribution of information from parties external to the organisation. Submissions remain the property of ACHS. The information contained in the submission may be used for promotional purposes by ACHS. This may include imagery contained within the application.

In accordance with privacy legislation, ACHS assumes submitting authors have granted consent to publish any material contained in the application and reports. Any authors who do not wish their names or specific materials to be published must advise ACHS in writing prior to the electronic submission closing date.

Preparing your QI Awards Application

All submissions to the ACHS QI Awards 2017 must use the *ACHS QI Awards 2017 – Submission Document* template provided.

- Only one submission per one complete document will be accepted.
- The font type, size, colour and margin formatting in the template document must be retained.
- This document must remain in MS Word (either .doc or .docx format) as it will be reformatted for publication.
- The use of acronyms and abbreviations should be avoided unless they are the name of a process or product. These should be clearly defined in text.

The following sections of the *Submission Document* template must be completed:

1. QI Awards Category

There are three (3) QI Awards categories in which to enter your submission: Clinical Excellence and Patient Safety, Non-Clinical Service Delivery and Healthcare Measurement.

Select one category from the dropdown menu labelled “Choose an item”.

2. Submission Title

Submission titles should not exceed 200 characters (including spaces).

3. Authors

Authors should be listed in order of greatest to least contribution to the submitted project. Exclude accolades and titles. Primary author should be underlined and listed first. Please limit the number of authors to a maximum of 8 persons.

4. Department / Unit / Group

Include the full name of the organisation’s department / unit / group.

5. Organisation Name

Include the full name of the ACHS member organisation.

6. ACHS Member Code

Include the ACHS member organisation code.

7. Postal Address

Provide a valid full postal address for correspondence to be mailed to the person in charge of the submission.

8. Person in charge of submission

Include your full name, position, email address, direct phone number (include all dialling codes), and date the submission was sent to ACHS.

9. Authorising Delegate

This document MUST be authorised by the appropriate executive, their delegate, or department manager. Include the authorising delegate’s full name, position, email address, direct phone number (include all dialling codes), date of authorisation and signature (electronic is accepted).

10. Aim

The aim is to be text only and is limited to a maximum of four (4) sentences. If necessary the aim can include dot points, however, it is discouraged. Insert the aim text in the field “Insert text”. The font settings to be retained are Calibri 10pt, 1.0 line spacing, justified text alignment.

11. Summary Abstract

The Summary Abstract is limited to 1000 words. The Summary Abstract is to be text only and must not contain figures, tables, plates or equations. If necessary the

Summary Abstract can include dot points, however, it is discouraged. Insert the Summary Abstract in the field “Insert text”. The font settings to be retained are Calibri 10pt, 1.0 line spacing, justified text alignment.

12. Report

The Report section gives an opportunity for candidates to provide detailed information about their submission. Insert the Report text under the grey-shaded heading “C. REPORT”. The font settings to be retained are Calibri 10pt, 1.0 line spacing, justified text alignment.

- Please limit the Report to 3500 words. The word count includes all content in the submission (headings, body text, legend text and in-text citations).
- The Report section of the *Submission Document* template includes headings to guide applicants in accordance with the QI Awards marking criteria. It is strongly advised that applicants use these headings as part of their submission text structure.
- Figures, tables, plates and equations may be included in the report section or attached as an appendix.
- Include legends for any figures, tables, plates or equations which are numbered sequentially from start to end of the document (legend text is included in the document word count).
- In-text reference to figure, tables, plates or equations is strongly encouraged.
- In-text references to appendix elements are strongly encouraged.
- In-text reference citations must follow the Harvard System format.

13. References

Referencing should follow the *Harvard System*. Specific formatting is at the applicant’s discretion on the proviso that the format is internally consistent throughout the document.

14. Appendix

Supporting appendix information:

- Restricted to five elements.
- Each appendix element should begin with an appendix title and be numbered sequentially followed by the title (e.g. Appendix 1: xxx, Appendix 2: xxx ...).
- Each appendix element must begin on a separate page and be incorporated in the *Submission Document*. Multiple documents for one submission are strongly discouraged.
- Multimedia formats (e.g. MPGs, DVDs, flash drives) will not be accepted in the judging proceedings.

If you have any questions please contact Dr Mark Burgess (Project Officer – Standards and Product Development Unit) at The Australian Council on Healthcare Standards on +61 (0)2 8218 2776 or email qi.award@achs.org.au.

– Mail to: QI Awards
 Australian Council on Healthcare Standards
 5 Macarthur Street
 ULTIMO NSW 2007 Australia

Your mailed hard copies of submissions must arrive at ACHS by Friday 7 July 2017 @ 5.00pm AEST (GMT+10:00).

Announcements of QI winners

The QI Awards will be presented at the 2017 Joint Australasian College of Health Service Management (ACHSM) and Australian Council on Healthcare Standards (ACHS) Asia-Pacific Annual Congress, 27-29 September 2017, in Sydney. Successful applicants will be notified directly by the ACHS Executive Director – Customer Services & Development. The winners in each QI Award category and the Highly Commended entries will be announced on the ACHS website and social media platforms on Friday 29 September, 2017.

QI Awards Publication

The winner's and highly commended entries of the *Quality Initiatives – 20th Annual Quality Improvement Awards 2017* will be published on the ACHS website. The publication will include the full submission of each winning entry and abstracts of the highly commended submissions.

Submitting your Application

Applicants are required to send their submissions to ACHS in both electronic and hard copy formats.

1. Electronic Submission

Applicants are to email their completed and signed **Submission Document** to ACHS.

- Email to: qi.award@achs.org.au.
- Save the file in the format: [Surname of lead author], [QI Awards Category], [State/Territory/Country].
 - o E.g. Burgess, CE, NSW
 - o Note for [QI Awards Category]; CE = Clinical Excellence and Patient Safety, NC = Non-Clinical Service Delivery, and HM = Healthcare Measurement.
- The submission document must be attached to the email and saved in MS Word format (.doc or .docx).
- The email subject field must include "QI Award Submission".

Your emailed submission must reach ACHS by Friday 30 June 2017 @ 5.00pm AEST (GMT+10:00).

2. Hard Copy Submission

Applicants are to post their completed and signed **Submission Document** to ACHS.

- Four (4) printed copies of the **Submission Document** are required.

QI Awards Judging

The judging panel for each of the three (3) categories consists of an ACHS councillor, an ACHS surveyor and a representative from an ACHS member organisation.

- Judges are ineligible to vote on any entry from their own organisation.
- The judging panels may request ACHS seek clarification of content or request additional information from a submitting organisation.
- Entries will be judged only in the category nominated by the applicant.
- Determining appropriateness according to the criteria is at the discretion of the judges whose decision is final.
- A **Highly Commended** certificate may be awarded to exceptional submissions at the discretion of the judges.

Marking criteria

The submission **MUST** relate to a period of up to no more than two (2) years prior to the year of entry.

- Judges will assess all eligible submissions on the five (5) ACHS principles (see page 5):

A1	Is there a consumer focus ?
A2	Is there a culture of effective leadership ?
A3	Does it demonstrate continuous improvement ?
A4	Is there evidence of outcomes ?
A5	Does the project show evidence of best practice ?
– Judges will also assess additional criteria:	
B1	Is there a clear demonstration of improvement in patient safety and care?
B2	Were the outcomes measured?
B3	Is the project applicable to other settings?
B4	Does the project reflect innovation in patient care and/or processes?
B5	Is the project relevant to the QI award category?

QI Award Categories

1. Clinical Excellence and Patient Safety

The Clinical Excellence and Patient Safety Award recognises innovation and demonstrated quality improvement in the delivery of safe, effective consumer / patient care. Previous winning submissions in this category have included:

- Doctors, Pharmacists, Nurses, Administrative staff, Patients and Carers – the new multidisciplinary team
- Preventing Catheter Associated Urinary Tract Infection
- The Keep Them Safe Whole Family Team Gosford Pilot Project
- Reducing pressure ulcers in patients with hip fractures
- Antibiotic stewardship
- The introduction of an improved hospital-wide medication safety system
- The implementation of a system to better manage dialysis access
- A system to reduce the waiting time in an Emergency Department
- Improving safety, quality and efficiency of care through the development of an Electronic Medical Record (EMR)

2. Non-Clinical Service Delivery

The Non-Clinical Service Delivery Award acknowledges a demonstrated outcome in improvement and innovation to patient / consumer services and organisation-wide practice including services provided by community and allied health. Previous winning submissions in this category have included:

- Good Start to Life – Co-designing optimal maternal and infant nutrition resources for and by Maori and Pacific Islanders families living in Queensland
- Preventing Infection through Cleaner Hospitals (PITCH): An Environmental Cleaning Bundle
- BloodMove Project
- Building capacity and skill for healthcare communication
- The introduction of a hospital-wide, integrated human resource, education and training system
- A volunteer-supported laundry to assist palliative care patients
- A framework for the appropriate introduction of new technologies and clinical practices
- A return-to-work program for rural nursing staff
- Innovative improvement to food services for patients with allergies

3. Healthcare Measurement

This category recognises organisations which have *measured* an aspect of clinical management and/or outcome of care, taken appropriate action in response to that measurement, and demonstrated improved consumer / patient care and organisational performance upon further measurement. Healthcare measurement can include data collected from the ACHS Clinical Indicator program or other methods of monitoring consumer / patient care processes or outcomes. Both quantitative and qualitative data can be used, however this category must describe the initial measurement, the analysis of that measurement, the action(s) implemented, and the improved measurement(s). Previous winning submissions in this category have included:

- Sustaining Improvement in the management of the Endoscopy Waitlist
- Sustaining Improvements in Cystic Fibrosis (CF) Nutrition Outcomes
- Taking staff influenza vaccination rates to a record level
- Development of an integrated performance management system
- Making food and nutrition care a priority
- Performance indicators developed to improve safety systems in the management of warfarin therapy
- A benchmarking project to integrate an external service discharge process for aged care patients and enable the reduction of patient length of stay.
- Up and at 'Em: a trial of early mobilisation in elective orthopaedics in the rural context

ACHS Principles

Submissions to the QI Awards must address five (5) ACHS principles:

1. A consumer focus

Organisations demonstrate this in their care provision by:

- understanding the needs and expectations of present and potential consumers / patients,
- ensuring consumers / patients are the priority,
- evaluating the service from the consumer / patient perspective.

2. Effective leadership

Organisations demonstrate responsibility and commitment to excellence in care provision, quality improvement and performance by:

- providing direction for the organisation / health service,
- pursuing the ongoing development of strategies, systems and methods for achieving excellence,
- inspiring and motivating the workforce and encouraging employees to contribute, develop and learn,
- considering proposals that are innovative and creative.

3. Continuous improvement

Management and staff demonstrate how they continually strive to improve the quality of care. Continuous improvement assists the organisation / health service through:

- looking for ways to improve as an essential part of everyday practice,
- consistently achieving and maintaining quality care that meets consumer / patient needs,
- monitoring outcomes in consumer / patient care and seeking opportunities to improve both the care and its results.

4. Evidence of outcomes

Organisations depend on the measurement and analysis of performance. Indicators of good care processes or, wherever possible, outcomes of care demonstrate a commitment to maintaining quality and striving for ongoing improvement by:


- providing critical data and information about key processes, outputs and results,
- reflecting those factors that lead to improved health and/or quality of life for consumers / patients or to better operational performance.


5. Striving for best practice

The organisation compares its performance with, or learns from, others and applies best-practice principles. Organisations might demonstrate their efforts through:


- discovering new techniques and technologies, and using them to achieve world-class performance,
- learning from others to increase the efficiency and effectiveness of processes,
- improving consumer / patient satisfaction and outcomes.

For more information about the QI Awards or submission requirements please contact Dr Mark Burgess at the ACHS Standards and Product Development Unit.

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 qi.award@achs.org.au

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