



BCPSQC
AWARDS
2010

BC QUALITY IMPROVEMENT AND PATIENT SAFETY AWARDS

Throughout British Columbia, health facilities and programs are improving how they care for patients. But advances to health care quality and patient safety don't happen on their own. Innovation is driven by the expertise and leadership of caregivers and administrators who are passionate about improving the health system.

Through its [BC 2010 Awards in Quality Improvement and Patient Safety](#), the BC Patient Safety & Quality Council (BCPSQC) is shining a spotlight on people who are making positive, sustainable changes across BC's health system. Launched in 2009, the awards program recognizes individuals, health care teams and facilities that have implemented measures, or engaged in initiatives, to improve the quality and safety of care in BC. The awards also serve to raise the overall profile of patient safety and quality throughout the province.

KEY DATES

September 30, 2010
Deadline for Submissions

Fall 2010
Award recipients
announced

We invite you to demonstrate your leadership in health care quality and patient safety by nominating a team or an individual in the [BC 2010 Awards in Quality Improvement and Patient Safety](#). The submission deadline is September 30, 2010.

AWARD CATEGORIES

For 2010, the BCPSQC is unveiling new award categories that align with the BC Health Quality Matrix, a provincial framework for defining, measuring and improving quality and patient safety. Six awards are offered in the following categories:

Excellence in Quality and Patient Safety - Four awards

Awarded to recognize significant achievement in quality or patient safety in each of the following areas of care:

Staying Healthy - Preventing injuries, illness and disabilities

Getting Better - Care for acute illness or injury

Living with Illness - Care and support for chronic illness and/or injury

Coping with End of Life - Planning, care and support for life-limiting illness and bereavement

Leadership in Quality and Patient Safety - One award

Awarded to an individual who has demonstrated significant leadership in the field of quality or patient safety in British Columbia, with a particular emphasis on involvement in the spread of success across the Province.

Theme Award: Excellence in Improving the Patient Experience - One award

Awarded in partnership with the BC Patient Satisfaction Steering Committee to recognize a significant achievement in patient satisfaction as demonstrated by the BC Patient Satisfaction Surveys.

RECOGNITION

The BCPSQC will announce the winners in fall 2010.

Award recipients will receive a plaque commemorating their achievement. New for 2010, recipients will also receive \$2,500 to help support or disseminate their winning initiative. Recipients will be asked to present to the BCPSQC a plan for allocation of their monetary award.

HOW TO ENTER

This year, BCPSQC has developed an online submission form, which can be previewed at <http://www.bcpsqc.ca/celebrating/awards.html>. All award nominations must be submitted online. Please review the categories and evaluation criteria carefully before submitting your nomination.

Step 1: Review the awards categories and decide which one best fits your quality improvement or patient safety initiative. Not sure which category is right for you? Contact us at awards@bcpsqc.ca.

Step 2: Review the evaluation criteria to determine if your quality improvement or patient safety initiative qualifies.

Step 3: Prepare your submission. Nominations will be accepted through an online submission form. Before completing the online submission form it is recommended that you prepare and finalize your submission based on the evaluation criteria. **You will not be able to come back and make changes after you submit.**

Step 4: Complete the online submission form by clicking on one of the following links:

[Excellence in Quality and Patient Safety - Staying Healthy](#)
[Excellence in Quality and Patient Safety - Getting Better](#)
[Excellence in Quality and Patient Safety - Living with Illness](#)
[Excellence in Quality and Patient Safety - Coping with End of Life](#)
[Leadership in Quality and Patient Safety](#)
[Theme Award: Excellence in Improving the Patient Experience](#)

These links can also be found on the BCPSQC website at www.bcpsqc.ca/celebrating/awards.html

- There are no limits on the number of nominations you can make.
- You will be asked to create a user name and password.
- Information can be copied and pasted into the online form.
- **All submissions are final. You will not be able to come back and make changes after you submit.**
- You will receive an automated email confirmation when your submission has been received.

If you have any questions about the criteria or the process for submitting, contact BCPSQC at awards@bcpsqc.ca.

The award announcement will be made in the fall, 2010. All entrants will receive a letter of notification.

EVALUATION

Award submissions are evaluated by a panel of quality and safety leaders, past award winners, Patient Satisfaction Steering Committee members, public representatives and members of the BCPSQC.

Each nomination is evaluated according to a 100-point scoring framework that assesses distinct dimensions of the quality or patient safety initiative. The committee considers both the process by which an initiative is undertaken, and its outcomes.

The specific criteria for assessment are tailored to each of the three award categories.

Excellence in Quality and Patient Safety - Four awards

Choose the subcategory that best describes the area of care for the initiative:

- Staying Healthy - Preventing injuries, illness and disabilities
- Getting Better - Care for acute illness or injury
- Living with Illness - Care and support for chronic illness and/or injury
- Coping with End of Life - Planning, care and support for life-limiting illness and bereavement

The following evaluation criteria will be used to evaluate nominations for all four subcategories for the Excellence in Quality and Patient Safety Award.

Dimensions of Quality (45 points)

*A maximum of 45 points is awarded based upon the strength of the initiative in addressing one or more dimension of quality.**

- **Acceptability:** care that is respectful to patient and family needs, preferences, and values.
- **Appropriateness:** care provided is evidence-based and specific to individual clinical needs.
- **Accessibility:** ease with which health services are reached.
- **Safety:** avoiding patient harm resulting from care.
- **Effectiveness:** care that is known to achieve intended outcomes.
- **Efficiency:** optimal use of resources to yield maximum benefits and results.

* BC Patient Safety & Quality Council. BC Health Quality Matrix handbook. Vancouver, (BC); 2010. (available at www.bcpsqc.ca)

- Evidence was presented to illustrate how the initiative will be supported and continued in the future.
- Demonstration of sharing findings of the initiative and/or implementation in other locations (if applicable).

Evidence of Improvement in the Quality of Care (20 points)

- Data were collected on a balanced set of measures: process; outcome; and balancing measures (e.g., cost, time).
- Data demonstrated that the initiative was successful in, or that it made progress towards, achieving its objectives.

Innovation (10 points)

- The initiative demonstrated innovation, originality and creativity.
- The initiative has the potential to inspire others to work towards improving the quality of care.

Quality of Submission (10 points)

- The aims, measures and results are clearly presented.
- The submission is well presented overall.

Leadership in Quality and Patient Safety - One award

Awarded to an individual who has demonstrated significant leadership in the field of quality or patient safety in British Columbia, with a particular emphasis on involvement in the spread of success across the province.

The following evaluation criteria will be used to evaluate the Leadership in Quality and Patient Safety Award nominations.

Dimensions of Quality (25 points)

A maximum of 25 points is awarded based upon the strength of the initiative in addressing one or more dimension of quality*.

- **Acceptability:** care that is respectful to patient and family needs, preferences, and values.
- **Appropriateness:** care provided is evidence-based and specific to individual clinical needs.

* BC Patient Safety & Quality Council. BC Health Quality Matrix handbook. Vancouver, (BC); 2010. (available at www.bcpsqc.ca)

- **Accessibility:** ease with which health services are reached.
- **Safety:** avoiding patient harm resulting from care.
- **Effectiveness:** care that is known to achieve intended outcomes.
- **Efficiency:** Optimal use of resources to yield maximum benefits and results.

Transformational Leadership (35 points)

- Has demonstrated an understanding of the complexity of health systems.
- Has created enabling structures to enrich connections in the system - that is, to forge new connections where none existed or to improve existing connections.
- Successfully developed and/or implemented a strategy to improve the quality of care.
- Demonstrated self-awareness, including taking time to cultivate and support others to improve safety and quality of care.
- Demonstrated leadership in spreading their work.

Evidence of Improvement in the Quality of Care (20 points)

- Evidence of success in achieving his/her objective(s) as demonstrated through data.
- Data demonstrates that the initiative was successful in, or that it made progress towards, achieving its objectives.

Innovation (10 points)

- Initiatives led by the nominee demonstrate innovation, originality and creativity.
- The nominee's actions and work have inspired others to improve the quality of care.

Quality of Submission (10 points)

- The aims, measures and results are clearly presented.
- The submission is well presented overall.

Theme Award: Excellence in Improving the Patient Experience - One award

Awarded in partnership with the BC Patient Satisfaction Steering Committee to recognize a significant achievement in patient satisfaction as demonstrated by the BC Patient Satisfaction Surveys.

New for 2010, this year's theme award will be evaluated based on the following criteria:

Addresses Patient Satisfaction and Experience of Care (60 points)

- The initiative demonstrated an aim to enhance patients' experience of care. (15 points)
- Empowered and/or engaged patients, clients, residents, families and/or supporters in their care in order to improve the quality of their health care experience. (15 points)
- Utilized patient experience data from provincial sector surveys to identify areas for improvement. (15 points)
- Utilized patient experience data from provincial sector surveys to monitor its impact. (15 points)

Evidence of Improvement in the Quality of Care (20 points)

- Clear evidence is presented to demonstrate progress towards achieving the objectives of the initiative.
- Improvement in the quality of care is evidenced through data, while either maintaining or improving patient experience

Innovation (10 points)

- The initiative demonstrated innovation, originality and creativity.
- The initiative has, or has the potential to inspire others to develop new ideas to improve the quality of care.

Quality of Submission (10 points)

- The aims, measures and results are clearly presented.
- The submission is well presented overall.