



Evaluation

Award submissions are evaluated by a panel of quality and safety leaders, past award winners, public representative and members of the Council.

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 p. 1
- Leadership in Quality and Patient Safety p. 7
- Excellence in Improving the Patient Experience p. 10

Contact Information

Two sets of contact info be requested. The first will provide us with information on how to contact the person making the nomination, in case we have questions about the submission. The second will allow the BCPSQC to contact the nominee(s) to present them with the award or other formal correspondence.

1) My contact information

Please complete this section so we can contact you if we have questions about your submission.

Name: [1 line text box]

Job title: [1 line text box]

Facility: [1 line text box]

Organization: [1 line text box]

Email: [1 line text box]

Phone: [1 line text box]



Address: [2 line text box]

City: [1 line text box]

Province: [1 line text box]

Postal Code: [1 line text box]

Relationship to team or individual being nominated: [text field – 50 word max]

2) Nominee Contact Information

Who is being nominated for this award?

Primary Contact: [1 line text box]

Job title: [1 line text box]

Facility: [1 line text box]

Organization: [1 line text box]

Email: [1 line text box]

Phone: [1 line text box]

Address: [2 line text box]

City: [1 line text box]

Province: [1 line text box]

Postal Code: [1 line text box]

Name of team: [1 line text box, note that this **should not be an option** for the Leadership Award as it is for individuals only]

Names of all team members: [text box, prefer no word limit]



Name of initiative: [1 line text box]

Short description of initiative: [text box, 100 words max]

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.



Maximum 100,000 characters.

Spread and Sustainability (15 points)

- 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).

Maximum 100,000 characters.



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.

Maximum 100,000 characters.

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.



Maximum 100,000 characters.

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.
- **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.

Maximum 100,000 characters.



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.

Maximum 100,000 characters.

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.

Maximum 100,000 characters.



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.

Maximum 100,000 characters.

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 (<http://www.health.gov.bc.ca/socsec/surveys.html>).

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)

Maximum 100,000 characters.

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.

Maximum 100,000 characters.

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.

Maximum 100,000 characters.

Quality of Submission (10 points)

- The aims, measures and results are clearly presented.



- The submission is well presented overall.
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