

Waitematā Health Excellence Awards Judging Criteria

WHEA Category:

Authors:

Submission Title:

Judging Criteria Table

SCORE 1-5

THIS SUBMISSION/NOMINATION...

Connected

We need to be connected with our community. We need to be connected within our organisation — across disciplines and teams. This is to ensure care is seamless and integrated to achieve the best possible health outcomes for our patients/clients and their families.

“connected”

- c1 Shows improved systems, processes or pathways to ensure care is seamless and integrated?
- c2 Demonstrates collaboration across departments/ disciplines and/or organisations?
- c3 Shows collaboration with patients, whānau and staff?

With Compassion

We see our work in health as a vocation and more than a job. We are aware of the suffering of those entrusted to our care. We are driven by a desire to relieve that suffering. This philosophy drives our caring approach and means we will strive to do everything we can to relieve suffering and promote wellness.

“with compassion”

- c1 Demonstrates kindness, caring and a willingness to help others?
- c2 Shows thoughtfulness about other people and exemplify “putting yourself in other people’s shoes”?
- c3 Supports the privacy and dignity of patients, whānau and staff?

Better, Best, Brilliant

We seek continuous improvement in everything we do. We will become the national leader in health care delivery.

“better, best, brilliant”

- c1 Provides creative solutions to problems or new ways of doing things?
- c2 Has the potential for sustainability and scalability?
- c3 Describes lessons learnt or things you would do differently next time?

Everyone Matters

Every single person matters, including patients, clients, family members and staff members.

“everyone matters”

- c1 Reflects diversity and inclusion?
- c2 Shows evidence of listening to, & understanding what makes a difference to patients, whānau & staff?
- c3 Demonstrates improvements in equity?

Subtotal Score

/60

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| Judging Criteria Table (Cont'd) | SCORE 1-5 | THIS SUBMISSION/NOMINATION... |
|------------------------------------|-------------|--|
| Better Health Outcomes | | c1 Describes why this was an important area to address? |
| | | c2 Demonstrates measurable improvement in health outcomes? |
| | | c3 Has the potential to inform best practice? |
| Enhanced Patient Experience | | c1 Describes why this was an important area to address for patients, whānau and staff? |
| | | c2 Demonstrates measurable improvement or impact? |
| | | c1 Describes how feedback was communicated to patients, whānau and staff? |
| Subtotal Score | /30 | |
| Overall Presentation Score | /10 | Quality, design and creativity of submission |
| Total Score | /100 | |

Scoring Table

| SCORE | RATING | DESCRIPTION |
|-------|--------------|------------------------------|
| 1 | Poor | Significantly below standard |
| 2 | Insufficient | Below standard |
| 3 | Satisfactory | Just meets criteria |
| 4 | Good | Meets criteria well |
| 5 | Excellent | Exceeds criteria |