**Excellence in Patient Experience Award**

**The Award**

This award is focused on honouring organizations and individuals who have set in place innovations that improve the human experience in healthcare. The *Excellence in Patient Experience Award* will highlight and recognize innovations that have made a change to how patients, residents, clients, their families, and communities experience healthcare services. Demonstrable improvements in or impact on culture, quality, safety and/or financial indicators will be used to determine the recipient of this award. Please note, when **patient** is referenced within this document it is considered inclusive of patients, residents, clients, their families and communities.

The winner will receive an etched glass trophy. Should the future permit us to return to an in-person event, one representative of the winning organization will also receive paid travel and accommodations to attend the College’s Honouring Health Leadership event, and a complimentary registration to the CCHL National Conference.

**Eligibility**

Individuals and teams operating in Canada are eligible for this award. Eligible candidates must quantify the impact of their innovations and actions in the following areas:

* Patient experience and culture of inclusion: This can include, but not be limited to organizational structures that engage and support patients, caregivers and families, use of electronic tools or media to support continuous engagement with patients, caregivers and families as well as organizational processes that elevate the collaborative efforts of patients, caregivers, families, staff and communities in the planning and delivery of care;
* Training and development of staff, clinicians, Medical Staff, patients, caregivers, and families to support a culture of innovation and excellence in the planning for and delivery of high-quality patient and family centered care;
* Quality of care over a minimum of 12 months. This would include tangible performance or process improvements in clinical outcomes (e.g. hospital or facility acquired infections, falls, length of stay (LOS), alternate levels of care (ALC)), performance outcomes (e.g. patient experience rates) and other indicators that would demonstrate quality improvements (e.g. enhanced foundation revenues, decreased workplace injuries); and
* The extent to which a high-performance patient experience aligns with all other aspects of the healthcare enterprise (e.g. the satisfaction and engagement scores of staff, clinicians and medical staff).

**Nominations**

Nominations must be made by a member of the College and be submitted by **February 1, 2024.**

To submit a nomination, please use the attached nomination template. Nominations must be submitted as one PDF file via the [team and organization award online form](https://questionpro.com/t/AMCd3ZyweL) and include the following:

* The completed nomination form (to be complete online).
* Using the attached nomination template, please ensure to include:
  + Comprehensive description of the innovation and/or action to be highlighted.
  + Data which quantifies the impact of the innovation or action to be highlighted.
  + Plan to continue to support and/or enhance the innovation and action in the longer term to ensure that the organization “holds the gains”.
* Two letters of supports from patients, caregivers and/or families.
* Letter of support from the nominee’s chief executive officer or C-level designate that is a member of the College.

**Excellence in Patient Experience Award – Nomination Template**

*Nominations must be made by a member of the College.*

**Nominee name:**

**Nominator name:**

The following template has been provided to help nominators with the nomination process. Please be sure to complete all sections within the template to the best of your ability. We request that you use this template to submit your nomination.

**Report**

**(Limit: 2,500 words. Please respect the word count limit. The College reserves the right to disqualify nominations that exceed the limit.)**

**Please note that sections 3A and 3B are now scored for 35 and 15 points respectively, compared to 40 and 10 in previous years.**

*Please complete the sections below. You are welcome to insert graphs, etc. into the sections.*

1. Introduction – Describe the Patient Experience innovation that improved the human experience in healthcare. Provide context: define WHY this initiative was undertaken, WHAT were the innovative approaches that made a change to how patients and their families have experienced healthcare services and outline HOW the initiatives goals were achieved.
2. Impact –How has the innovation resulted in demonstrable improvements in, or impact on culture, quality of care, safety and/or financial impacts over a minimum of 12 months, safety and or financial indicators?
   1. Data that indicates improvement in patient experience outcomes and processes.
   2. Describe how this innovative initiative has impacted the patient and family experience and has contributed to a more human experience and fostered a culture of quality and safety.
   3. Please reference the number of patients impacted as a result of the patient experience initiative.

Where applicable, include data (graphs, charts, tables, etc.) into the above bullets that demonstrate the outcomes of the initiative. **(25 points)**

1. In relation to this initiative, please discuss and quantify the impact of your innovations and actions in the following areas:
   1. **Patient Experience (35 points):**

Describe how you achieved measurable Patient experience improvements as a result of organizational structure, processes, collaboration, leadership development, education, training and teamwork.

* 1. **Patient Engagement (15 points):**

Describe how you have enabled the voice of the patient, family and/or caregiver to inform the experience, planning and delivery of care.

* 1. **Processes/Indicators/Results (10 points):**

1. Organizational processes that elevate the collaborative efforts of patients, families, caregivers, leaders, employees, medical staff, and communities in the consistent excellent experience, planning and delivery of care.
2. Training and development of leaders, employees, medical staff, patients, families and caregivers to support a culture of excellence ensuring high quality patient experience.
3. Tangible patient experience and quality of care performance over a minimum of 12 months; including indicators that would demonstrate patient experience and quality improvements.
4. Employee and physician engagement scores to support excellent patient experience.
   1. **Sustainability and replicability of this initiative (15 points):**

Sustainable improvements are extremely important, and often elusive. How have you planned to ensure sustainability of this work to support continuous improvements and sustained success? Please describe your sustainability plan.

1. Other considerations the nominator feels may be of interest to the committee.
2. Conclusion

**How to submit your nomination:**

The nomination should include all of the items listed below. The nomination is to be submitted online using the College’s [Team and Organization Awards](https://questionpro.com/t/AMCd3ZyweL) Form by **February 1, 2024**. The completed nomination template and supporting documents should be submitted in one PDF file via the online awards form. Electronic signatures are acceptable.

Please include the following in your nomination package:

* The completed nomination form (to be complete online).
* Using the attached nomination template, please ensure to include:
  + Comprehensive description of the innovation and/or action to be highlighted.
  + Data which quantifies the impact of the innovation or action to be highlighted.
  + Plan to continue to support and/or enhance the innovation and action in the longer term to ensure that the organization “holds the gains”.
* Two letters of supports from patients, caregivers and/or families.
* Letter of support from the nominee’s chief executive officer or C-level designate that is a member of the College.

**Should you have any questions, please contact:**

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By submitting a nomination, you attest that the information provided is, to the best of your knowledge, factual and correct. You understand that the College has the ability to fact check the information provided.