

Quality Leaders Awards 2016 Application

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California Association of Public Hospitals and Health Systems (CAPH)

The California Association of Public Hospitals and Health Systems is a non-profit trade organization that represents 21 public health care systems and works to strengthen the capacity of its members to: advance community health; ensure access to comprehensive, high-quality, culturally sensitive health care services for all Californians; and educate the next generation of health care professionals. CAPH believes that everyone deserves an equal opportunity to enjoy good health – regardless of their insurance status or ability to pay.

California's public health care systems serve more than 2.85 million patients annually, forming the core of the state's health care safety net. They deliver extraordinary levels of service to low-income, uninsured, and other individuals in need of care in both inpatient and outpatient settings, and provide essential community services that benefit all Californians such as emergency, trauma, and burn care. CAPH members include county-owned and operated facilities and University of California medical centers.

California Health Care Safety Net Institute (SNI)

The California Health Care Safety Net Institute (SNI) is the performance improvement affiliate of CAPH. SNI partners with California's public health care systems to accelerate the spread of innovative practices taking place in their institutions. By designing and directing initiatives that improve quality, promote coordinated and efficient care delivery, and eliminate health disparities, SNI helps public health care systems achieve their full potential as truly integrated delivery systems – where every patient can access the right care, at the right place, at the right time. SNI's initiatives not only provide training, but also maximize peer support and offer forums to share ideas and best practices.

SNI believes that public health care systems are essential to their communities and works to promote a broader understanding of the role public health care systems play in improving the health of the individuals they serve.

Quality Leaders Awards (QLA)

For more than 20 years, CAPH/SNI has honored people doing outstanding work across California's public health care systems with the Quality Leaders Awards (QLAs). The QLAs recognize initiatives underway to achieve members' collective 2020 vision:

By 2020, public health care systems will become models of integrated care that are high value, high quality, patient-centered, efficient and equitable, with great patient experience and a demonstrated ability to improve health care and the health status of populations.

The goals of the QLAs are to:

- Showcase forward-thinking and innovative approaches in California's public health care systems to address the health care needs of the communities they serve;
- Encourage the spread of effective strategies that improve the quality of care and advance population health; and
- Recognize the dedicated and talented professionals working in public health care systems.

Clinical Learning Award (CLA)

Public health care systems train over 50% of California's physicians, and play a pivotal role in clinical education and the future of the health care workforce. In 2011, CAPH/SNI introduced the Clinical Learning Award to the QLA program to recognize residents, fellows, and medical and nursing students who have made a lasting improvement to the health care safety net. The CLA honors emerging leaders in performance improvement, as well as the institution that educates them.

This year's CAPH/SNI QLAs and CLA will be presented on **Thursday, December 8, 2016** at the CAPH/SNI Annual Conference, the theme of which is *Thriving Patients, Healthy Communities, Caring Systems*, December 7-9, 2016 at The Langham Hotel in Pasadena, CA.

Eligibility Requirements

To be eligible for a **QLA**:

- The improvement initiative must be driven by the public health care system (PHS). County and community partners may be involved (e.g., criminal justice, health plans, community-based organizations).
- The improvement effort must go above and beyond requirements in the PHS' PRIME plans.
- The improvement effort must fit into one of the categories listed on page 5.

To be eligible for a **CLA** the improvement effort must **ALSO**:

- Be submitted by a medical student, nursing student, resident or fellow who is currently in training at a CAPH-member public health care system.

Application Instructions

Completed entries must include:

- Cover sheet with CEO or CEO-designee signature (page 7)
- Narrative description (page 8)
- 5-10 digital photos of the initiative in action WITH CAPTIONS (**BY EMAIL ONLY** to glenhart@caph.org). Send photos individually, in an image format (.jpg, .tif, .png, etc.) and not embedded in a Word, PDF, or PowerPoint document.
- Supporting materials (optional)

Entries are due on or before end of business **Monday, September 19, 2016** via email, attention: Gina Lenhart at glenhart@caph.org.

For questions regarding the QLAs or CLA, please contact Suzette Chaumette, MPH at (510) 874-4530 or schaumette@caph.org.

Categories

The improvement initiative must fit into one or more of the following categories (for category descriptions, please see the *Awards* section below):

1. Ambulatory Care Redesign
2. Data-Driven Organizations
3. Performance Excellence

Scoring

Scoring will be based on the following criteria, each with equal weight, by a panel of external judges and CAPH/SNI staff:

- **Scope:** What is the significance of the problem being addressed by the improvement initiative? What is the impact of the problem on patients and/or the PHS (e.g., morbidity/mortality, cost, etc.)?
- **Design:** How were patients and other stakeholders involved in designing the initiative? How innovative and creative were the changes that took place as part of the improvement effort?
- **Effectiveness:** What are the demonstrated improvements in care processes and outcomes?
- **Spread:** Has the program been adopted or spread to other parts of the PHS or to other member systems?

Awards

- **Top Honor – Kaiser Permanente (KP) Clinical Systems Development Award (\$6,000)**
 - Recognizes an outstanding effort to improve system integration or to leverage an integrated structure to provide seamless care to patients across care settings. All applicants will be considered for the Top Honor.
- **Ambulatory Care Redesign Award (\$3,000)**
 - Recognizes an outstanding effort to implement team-based care that increases efficiencies, advances clinical quality, and/or enhances patient experience with “right place, right time care.”
- **Data-Driven Organization Award (\$3,000)**
 - Recognizes an outstanding effort to build data infrastructure, develop data analytics capacity, and/or leverage data to improve clinical care.

- **Performance Excellence Award (\$3,000)**
 - Recognizes an outstanding effort to redesign processes that increase efficiencies, decrease waste, and ultimately improve patient experience.
- **Clinical Learning Award (IHI Scholarship – see below)**
 - Recognizes an outstanding effort by one or more medical residents, fellows, and medical and nursing students to participate in a performance improvement initiative that has a lasting impact on the PHS where they are in training.

Additionally, each award comes with **one** free registration to the CAPH/SNI conference. The Clinical Learning Award comes with **three** scholarships (and up to \$1000 in travel support) to attend an Institute for Healthcare Improvement (IHI) Conference, made possible through the generous support of Kaiser Permanente.

**2016 CAPH/SNI
Quality Leaders Awards & Clinical Learning Awards
Application Form**

CHECKLIST OF MATERIALS:

1. ____ This cover sheet with CEO (or designee) signature
2. ____ Narrative Description
3. ____ 5-10 digital photos depicting improvement in action (see page 4 for requirements)
4. ____ Charts and graphs (*optional*)

Title of Improvement Initiative/Entry:	
CAPH Member Institution:	
Name of contact person for this entry (For CLA, must be a fellow, resident, medical or nursing student):	
Contact person's title/ job description:	
Phone number for contact person:	
Email for contact person:	
Category (check at least one)	<input type="checkbox"/> Ambulatory Care Redesign <input type="checkbox"/> Data-Driven Organization <input type="checkbox"/> Performance Excellence <input type="checkbox"/> Quality Leaders Award <input type="checkbox"/> Clinical Learning Award

CEO or designated hospital administrator (For CLA entries, Residency Director/Chief Nursing Officer or designated hospital administrator)

I certify that this entry has been reviewed and approved.

Name/Title:			
Signature:		Date:	

Narrative Description

Responses to the following questions **should not exceed three pages**, excluding charts and graphs.

Abstract

1. Please summarize the improvement effort in 200 words or less. Describe the problem being addressed and how the initiative was designed and implemented, and provide quantitative data showing the impact of the initiative within a specified time period.

Scope

2. What was the problem that the improvement initiative was designed to address? What was the impact of the problem on patients and on the PHS?
3. What were the organizational goals and policies, and/or the business case, driving the decision to address this problem?

Design

4. How did the initiative gain buy-in from stakeholders, including patients?
5. What activities or changes took place as part of the improvement effort? (E.g., staffing, planning, workflow changes, training/education, implementation, communications, etc.)
6. Did you encounter challenges (anticipated or unanticipated) and how were they addressed?

Effectiveness

7. What are the demonstrated improvements in care processes and outcomes? Please include quantitative data demonstrating the improvements over a specified period of time.
8. What qualitative results and/or patient experiences can you share?

Spread

9. Has the program or aspects of the program (e.g., workflows, staffing models) spread to other parts of the PHS or to other member systems?

Please check here if you DO NOT want this application shared on the SNI website.