Quality Leaders Awards
2019 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 population 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 501c3 performance improvement affiliate of the California Association of Public Hospitals and Health Systems, and supports California's public health care systems in their efforts to improve the way they deliver care. Since 1999, SNI has provided California's public health care systems with expert-led program offerings, hands-on technical assistance, and peer-learning opportunities, while working hand-in-hand with CAPH. Today, SNI supports California's public health care systems by informing and shaping statewide and national health care policy, by providing performance measurement and reporting expertise, and by accelerating and supporting decision-making and learning, within and across member systems. Because of our work, more people – especially the under-served – receive high quality, appropriate, and respectful health care regardless of their ability to pay.

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.

This year's CAPH/SNI QLAs will be presented on Thursday, December 5, 2019 at the CAPH/SNI Annual Conference, the theme of which is *Designing the Future*, December 4-6, 2019 at Paradise Point Resort in San Diego, CA.

Eligibility Requirements

To be eligible for a QLA:
- The improvement initiative must be driven by the public health care system that is a [member of CAPH](). 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 PRIME, Global Payment Program, or Whole Person Care programs.
- The improvement effort must fit into one of the categories listed below.

Categories
The improvement initiative must fit into one or more of the following categories:
- **Ambulatory Care Redesign** - 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 Organizations** - Recognizes an outstanding effort to build data infrastructure, develop data analytics capacity, and/or leverage data to improve clinical care.
- **Performance Excellence:** Recognizes an outstanding effort to redesign processes to increase efficiency, decrease waste, and ultimately improve patient experience

The winner of each category above receives $3,000 cash prize and one free conference registration.

In addition, all applicants will be considered for **The Top Honor Clinical Systems Development Award** that recognizes an outstanding effort to improve system integration or to leverage an integrated structure to provide seamless care to patients across care settings. The winner of this category will receive $6,000 cash prize and one free conference registration.

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 comprehensive was the overall design and interventions? How were patients and other stakeholders involved in designing the initiative?
- **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?

Application Instructions

Completed entries must include:

- Cover sheet with CEO or CEO-designee signature (page 7)
- Narrative description (page 8)
- 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 such as research, early successes, and external recognition (optional)

Entries are due on or before end of business **Friday, August 30, 2019** via email, attention: Gina Lenhart at glenhart@caph.org.

For questions regarding the QLAs, please contact Giovanna Giuliani, at (510) 874-3409 or ggiuliani@caph.org.

2019 CAPH/SNI
Quality Leaders Awards Application Form

CHECKLIST OF MATERIALS:

1. _____ This cover sheet with CEO (or designee) signature

2. _____ Narrative Description

3. _____ 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:	
Contact person's title/ job description:	
Phone number for contact person:	
Email for contact person:	
Category (check at least one)	___ Ambulatory Care Redesign ___ Data-Driven Organization ___ Performance Excellence

If your project is chosen for a QLA award, we will need to contact someone from your communications team for video and media coordination. Please identify someone from your system to fill this roll.

Name of contact person:	
Email for contact person:	

CEO 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**.

Abstract

1. Please summarize the improvement effort in <u>200 words or less</u>. 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 opportunity 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. What activities or changes took place as part of the improvement effort? (E.g., staffing, workflow changes, training/education, implementation, communications, etc.)

5. How did the initiative gain buy-in from stakeholders, including patients?

6. Did you encounter challenges (anticipated or unanticipated) and how were they addressed? How did the design change over time, if applicable?

Effectiveness

7. What are the demonstrated improvements in care processes and outcomes? Please include <u>quantitative data</u> demonstrating the improvements over a specified period of time. Please also indicate whether this effort has helped your system achieve success in one or more of the Medi-Cal 2020 waiver's programs.

8. Please share qualitative results. Include a patient story if you are able.

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 <u>DO NOT</u> want this application shared on the SNI website.**