

Quality Leaders Awards (QLAs) 2020 Application

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California Association of Public Hospitals and Health Systems (CAPH) and the California Health Care Safety Net Institute (SNI)

The California Association of Public Hospitals and Health Systems (CAPH) represents California's 21 public health care systems, which include county-affiliated systems and the five University of California academic medical centers. Together, these systems form the core of the state's health care safety net. As a trade association, CAPH advances policy and advocacy efforts that strengthen the capacity of its members to ensure access to comprehensive, high quality, culturally sensitive health care services for all Californians, regardless of insurance status, ability to pay, or other circumstance, and educate the next generation of health care professionals.

These efforts are strongly informed by, and take place alongside, the work of the California Health Care Safety Net Institute (SNI), the 501c3 performance improvement affiliate of CAPH. 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.

Quality Leaders Awards (QLAs)

California's public health care systems serve more than 2.85 million patients annually. 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. For more than 20 years, CAPH/SNI has honored the outstanding work across these public health care systems with the Quality Leaders Awards (QLAs). 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 QLAs will be presented at the CAPH/SNI Annual Conference, the theme of which is *Caring for Communities in Crises and Beyond*, which will take place virtually on December 3-4, 2020.

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, Whole Person Care, and Quality Incentive Program (QIP).
- 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, 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

In addition, all applicants will be considered for the **Top Honor – Clinical Systems Development Award**, which recognizes an outstanding effort to improve system integration or to leverage an integrated structure to provide seamless care to patients across care settings.

This year, public health care systems rapidly transformed their operations to respond to the COVID-19 crisis. We understand that the pandemic has resulted in the upheaval of existing models of care, but also recognize that systems continue to work hard on improvement initiatives they had in place prior to COVID. We seek to celebrate both types of efforts and will therefore accept both COVID- and non-COVID-related submissions for any category.

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? (If the submission is related to a COVID–related project, judges will take into consideration that spread may not have been achieved yet).

Application Instructions

Completed entries must include:

- Cover sheet with CEO or CEO-designee signature (page 4)
- Narrative description (page 5)
- OPTIONAL: 10+ digital photos of the initiative in action WITH CAPTIONS (**BY EMAIL ONLY** to zso@caph.org). Send photos individually, in an image format (.jpg, .tif, .png, etc.) and not embedded in a Word, PDF, or PowerPoint document.
- OPTIONAL: Supporting materials such as research, early successes, and external recognition

Entries are due on or before end of business **Friday, October 9, 2020** via email to Zoe So, zso@caph.org. Please also direct questions to Zoe.

2020 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 (*optional*)
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)	<input type="checkbox"/> Ambulatory Care Redesign <input type="checkbox"/> Data-Driven Organization <input type="checkbox"/> 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 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 opportunity that the improvement initiative was designed to address? What was the impact of the problem on patients and on the PHS?

Design

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

Effectiveness

6. What are the demonstrated improvements in care processes and outcomes? Please include quantitative data 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.
7. Please share qualitative results. Include a patient story if you are able.

Spread

8. 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? *(If the submission is related to a COVID-related project, judges will take into consideration that spread may not have been achieved yet).*

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