Health Service Excellence Awards 2017

Have you been involved in a project or service that has made a real and lasting impression on our health and social services?

If you have we would like to hear about it. Why not enter the Health Service Excellence Awards 2017 and tell us about the achievements of you and your team colleagues at work? This is a great opportunity to showcase your successes.

The aim of the Health Service Excellence Awards is to encourage and inspire people to develop better services that result in easier access and high quality care for patients and to promote pride among staff in relation to our services.

Expressions of Interest are now invited for the Health Service Excellence Awards 2017. The awards are open to all staff working in the publicly funded health system.

Closing Date

The closing date for applications is the Friday 15th September 2017.

The Awards are open to all staff working in the public health system directly run or funded by the HSE. These may include any service provided directly to the public including clinical services, primary care or social / family support; support services including catering, portering, security, clerical and management to include people management processes, information technology or service management initiatives.

Here’s how to enter

1. Applicants are requested to fill in the Application Form on the HSE website and submit it for assessment (www.hse.ie/excellenceawards). Application Forms can also be requested by emailing excellenceawards@hse.ie Completed forms can also be submitted to this address if preferred.

2. If you need additional help or support contact one of the Awards Co-ordinators (see list and contact email address on the back page of this brochure)

3. A shortlisting process will take place following the closing date for applications and shortlisted projects will be contacted and requested to make a presentation to the Selection panel.

Health Service Excellence Awards Criteria

The criteria for the 2017 Health Service Excellence Awards competition is as follows:

**HSE Values:** the extent to which HSE values are demonstrated & evident: Care, Compassion, Trust & Learning

**Integration:** will assess the extent to which your project supports healthcare workers regardless of whether they are hospital or community based, to work together in teams, planning and delivering care seamlessly. Your project should show evidence of enabling and encouraging this integrated way of working
Experience: will assess the evidence that the project has addressed and impacted on quality of service, patient/service user safety, and care. It will also assess compliance with Health and Safety Legislation. Projects should clearly identify improvements that have been achieved for patient experience, quality of care and patient safety.

Engagement: will assess the degree to which the project has created channels that ensure involvement or consultation with input from all relevant stakeholders, including patients/service users, staff, unions and partnership processes. Finally, it will assess the method and types of tools used to communicate with both external and internal customers throughout the duration of the project.

Transferability: will assess the potential for the learning from the project to be replicated to other parts of the health services. This may include, but is not limited to, the overall approach, specific features or specific outcomes of the project.

Efficiency & Value for Money: will assess how the project has created a more streamlined approach to service delivery and delivered increased efficiencies/resource savings.

Diversity, Equality & Inclusion: The HSE is committed to creating a setting whereby all employees of differing race, religion, ethnicity, gender, sexual orientation, responsibilities for dependents, age, physical or mental disability, membership of the Traveller community or geographic location are respected, valued and can reach their full potential. We aim to develop the workforce of the HSE which reflects the diversity of Irish society, and which is strengthened through accommodating and valuing different perspectives. Projects which reflect practical initiatives in supporting the HSE’s Diversity, Equality and Inclusion statement are welcomed and should demonstrate components of this statement.

Measurement and Results: will assess how the project measures the change / innovation within their service as a result of their project. Please include details of quality improvement measurement tools used and results captured.

Unique Features: will allow applicants to highlight unique features of their project that may fall outside the other criteria. Health based projects with specific measurable outcomes.

Approval from the Project Sponsor / Manager in each Delivery Unit is required to validate the authenticity of the existence of the project on which an application is being made.

How Does The Selection Process Work?

Applications will be shortlisted by a Shortlisting panel comprised of the Co-ordinators, CHO (Community Healthcare Organisation) personnel, Hospital Group personnel and the Selection panel.

Shortlisting will take place in September and teams from the shortlisted projects will be invited to present to the Selection panel in October 2017.

A number of projects will be further shortlisted to quality for the Health Service Excellence Awards Final 2017. The Health Service Excellence Awards Final will be held in December 2017. The overall Winner will be selected by the Selection panel and announced at the Final event. In addition there will be a Popular Choice Award which will be decided by a special online voting poll and the Best Team Project Award.
Awards Co-ordinators

A National Co-Ordinator supported by five additional co-ordinators have been appointed to manage and promote the Awards process and are available to assist and support applicants. The Co-ordinators can be contacted via the following email address: excellenceawards@hse.ie

The Co-ordinators and their areas of remit are as follows:

<table>
<thead>
<tr>
<th>National Co-ordinator Health Service Excellence Awards 2017:</th>
<th>West / North West Hospitals Group, CHO Areas 1 &amp; 2 and relevant voluntary providers:</th>
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<tbody>
<tr>
<td>Hilary Dolan</td>
<td>Francis Rogers</td>
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<tr>
<td><strong>RCSI Hospitals Group, CHO Areas 8 &amp; 9 and relevant voluntary providers:</strong></td>
<td>Ireland East Hospitals Group, Dublin Midlands Hospital Group, Childrens Hospital Group, CHO Areas 6 &amp; 7 and relevant voluntary providers:</td>
</tr>
<tr>
<td>Yvette Keating</td>
<td>Mary Gorry</td>
</tr>
<tr>
<td><strong>South / South West Hospitals Group, UL Hospitals Group, CHO Areas 3, 4 &amp; 5 and relevant voluntary providers:</strong></td>
<td>National Ambulance Service, PCRS, Corporate, Health and Wellbeing Division, Health Business Services and relevant voluntary providers:</td>
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<tr>
<td>Tess O’Donovan</td>
<td>Michele Guerin</td>
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**Quality Assurance**

Elaine Birkett