

Metro North Hospital and Health Service *Putting people first*

2019 Staff Excellence Awards

Nomination Guidelines

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The awards

The Metro North Hospital and Health Service Staff Excellence Awards recognise staff excellence and achievement either individually, in teams, or through partnerships across facilities, services and streams, or with community partners.

The Awards will also celebrate staff who make a significant contribution, and demonstrate a strong commitment to our values – respect, teamwork, compassion, high performance and integrity.

The categories for the 2019 Metro North Hospital and Health Service Staff Excellence Awards are:

1. People Focus
2. Innovation
3. Excellence in performance
4. Leadership
5. Values in Action
6. Excellence in Integrated Care
7. Excellence in Training and Education

Nominations close 5pm Wednesday 4 September 2019.

Selection criteria

Nominations should be current or recently completed (eligible period from 8 September 2018 to 4 September 2019). Nominations should clearly demonstrate how teams or individuals have delivered specific outcomes against the selection criteria. During the judging process, nominations may be moved to a different category if appropriate.

Award category criteria

1. People Focus

Putting people first through a commitment to excellence in service and focus on others.

How does this nomination:

- display an understanding of colleagues/consumers and their priorities, needs and expectations
- demonstrate a focus on the delivery of services and initiatives in line with identified needs and expectations of colleagues/consumers
- demonstrate empathy and collaboration with others that is dignified and respectful of their needs, values and preferences

2. Innovation

Driving ideas into action through innovative approaches.

How does this nomination:

- invite challenge and positively challenge others to create innovative, practical solutions by moving outside of standard thinking practices
- actively encourage bold thinking and embrace new ideas to deliver improved performance and health outcomes
- Demonstrate a proven ability to respond positively to change and work across boundaries to develop effective solutions.

3. Excellence in Performance

Supporting a culture of excellence and unleashing the potential of people and organisations to provide outstanding performance.

How does this nomination:

- demonstrate a commitment to high performance and strive for greatness
- Lead the way and set clear expectations to enable excellence
- continuously seek and effectively act upon others' input.

4. Leadership

Empowering people through excellence in leadership, collaboration and team development.

How does this nomination:

- display leadership through a spirit of collaboration, trust and recognition
- identify strengths and empower others to maximise potential
- foster excellence in organisational performance and/or productivity and client service.

5. Values in Action

Leading by example and demonstrating our values to create a positive workplace culture that enables and supports people to lead and deliver excellent patient-centred care and high quality services.

How does this nomination:

- exemplify one or more of our Metro North values (respect, teamwork, compassion, high performance, integrity) to strengthen the delivery of public healthcare for the people and communities we serve
- Contribute to a positive and welcoming workplace where people feel valued
- Encourage a culture of partnership and/or collaboration.



6. Excellence in Integrated Care

Collaborating with healthcare partners to better connect care for our community.

How does the nomination:

- demonstrate a connected approach to care to enable access to the right care in the right place at the right time
- identify and address community health needs through partnerships to promote equitable access to services, particularly for disadvantaged and vulnerable groups
- build new and innovative partnerships between the public and/or non-government sectors to ensure the best possible healthcare for the people we serve.

7. Excellence in Training and Education

Fostering a culture of excellence by prioritising the development of staff through innovative techniques.

How does the nomination:

- Develop innovative educational opportunities (both clinical and non-clinical) to meet identified learning needs and/or used innovative techniques to develop skills
- Provide ongoing support and commitment for the development of staff or students/trainee
- Strongly contributed to developing others, connecting teaching to business needs to support patient care.

Required nomination format

1. Nominee details

Provide a contact for the Primary Nomination Representative. Please note: this person will be contacted should the individual or team nominated become finalists.

2. Nomination Endorsement

Provide the name and contact details for a person willing to give a reference for your nomination.

3. Nomination overview

Provide a brief overview (maximum 150 words) of the team or individual including the purpose (of initiative), key outcomes and achievements.

4. Key achievements and outcomes

Include quantitative and/or qualitative data and information specifically relevant to the outcomes of the initiative, team or individual. Comparative data is highly desirable to demonstrate effectiveness of outcomes. Provide evidence of the extent to which the aims and objectives were accomplished, details of the evaluation methodology and the planned future directions.

5. Response to category criteria

Directly address the award category criteria relating to the team or individual. Criteria should be addressed directly in the online nomination submission, not in the supporting documentation.

6. Supporting documentation

If appropriate, provide any supporting materials relevant to key aspects of the nomination such as newspaper articles, letters of appreciation or publicity photos that demonstrate the achievements of the initiative, team or individual.

7. Photos

If appropriate, provide a selection of up to five photos. Action shots are preferred.

Please note: Supporting documentation should not exceed ten pages and five photos.

Judging of nominations

Nominations will be reviewed by a panel of judges and evaluated against the award category criterion outlined within the guidelines.

Checklist for submitting your nomination

Nominations must be submitted online and include the following:

- ☐ nominee details
- ☐ nomination endorsement
- ☐ nomination description (150 words)
- ☐ key achievement and outcomes
- ☐ response to category criteria
- ☐ supporting materials (if applicable)
- ☐ selection of photos (up to five)

Nominations close 5pm Wednesday 4 September 2019.

Information and enquiries

To nominate, please visit:

<https://metronorth.health.qld.gov.au/events/staff-excellence-awards-2019>

For more information, phone 3647 9688 or email
MetroNorth-Communications@health.qld.gov.au

Conditions of Entry

1. The Metro North Hospital and Health Service is the host of the 2019 Metro North Hospital and Health Service Staff Excellence Awards.
2. Nominations close at 5pm Wednesday 4 September 2019 (closing date).
3. A nomination will only be eligible if:
 - a. it includes the completed nomination as directed in the nomination guidelines and supporting documentation if relevant.
 - b. received by the submissions portal by the closing date.
4. Initiatives previously recognised (winner or highly commended) in the Premier's Awards and/or Queensland Health Awards cannot be submitted for consideration in the awards.
5. Each Facility, Service, Stream, or Business Unit responsible for a nomination acknowledges:
 - i. if any confidential information forming part of the nomination is not clearly identified this information may be disclosed in publicity and promotional materials and announcements associated with the awards.
 - ii. the judging panels will include people who are not Metro North employees.
- b. That it holds the intellectual property rights for the information contained in the nomination and grants a licence to MNHHS to use the information in publicity associated with the awards
- c. it has obtained the consent of all persons identified in the nomination to the disclosure of their personal information in connection with the awards
- d. the information contained in the nomination is accurate, true and correct.
6. All decisions and recommendations of the judging panels are binding and final and no correspondence will be entered into.
7. Feedback will not be provided on nominations.
8. The winning entrant in each category of the awards will receive recognition as the winning nomination for that category; no other compensation, award or prize will be awarded.
9. Metro North Hospital and Health Service reserves the right to amend these conditions at any time up to the closing date.

Nominations must be received by
5pm Wednesday 4 September 2019 .

Please note that nomination and supporting
documentation will not be returned.