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| 2024 Victorian Public Healthcare Awards General Award criteria |
| Category 02 - Partnering with consumers to improve patient experience  This award celebrates the work of health service teams in co-designing initiatives with consumers to deliver compassionate person-centred care.  **Summary**  When making your entry in Award Force you will be asked to provide a brief (max. 100 words) summary of your project outlining:   * the initiative and its objectives * the positive impact or outcomes it has achieved for Victorians.   The summary should be suitable for the general public and written from a third-person perspective.  Should you be a finalist, this summary will be used in our communications. **Note.** This will not be assessed or scored as part of your entry. |
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| Criteria topic | Criteria question | Judging criteria for scoring | Weight |
| Abstract | Provide a clear and brief summary of the organisation and initiative, focusing on its objectives, target population, methods and outcomes. | This section should provide a brief summary of the work being undertaken. The abstract receives no score. | 0 |
| Planning and preparation | What was the genesis of the initiative and is it innovative?  Was this (or to what extent was this) initiative identified as a priority by consumers?  Describe the service, system or area that was targeted for improvement. What evidence supported the need for the initiative?  How does the work align with organisational priorities?  How does the work address consumer-identified priorities?  How were Aboriginal people and people with diverse backgrounds and perspectives included (multicultural, LGBTIQA+, people with a disability)? | * Is the genesis of the initiative well established and is it innovative? * Was this initiative identified as a priority by consumers? * Is the evidence supporting the need for the initiative robust? * Does the work align with organisational priorities? * To what extent were Aboriginal people and people with diverse backgrounds and perspectives included (multicultural, LGBTIQA+, people with a disability)? | 1 |
| Objectives | What were your objectives? Describe how they meet the needs of the intended population and support the initiative.  How were family and/or community involvement built into your work?  How were Aboriginal people and a diverse range of perspectives included (multicultural, LGBTIQA+, people with a disability) within the objectives? | * Do the objectives clearly address the needs of the intended population and support the initiative? * Are a diverse range of perspectives included within the objectives? | 1 |
| Methods and implementation | Describe the processes used to plan and implement your work.  How did consumers play lead roles in the planning, implementation and evaluation, including Aboriginal people and those from diverse communities (LGBTIQA+, multicultural and people with a disability)?  Include the key tasks, timelines and whether data was used to monitor progress.  How was evaluation embedded in the planning? | * Have measured planning and implementation processes been demonstrated in the entry? * Was data used to monitor and support the initiative’s implementation? * Did Victoria’s Aboriginal people and people from diverse communities, including LGBTIQA+, multicultural and people with a disability play a lead role in this initiative, including evaluation? | 2 |
| Results and outcomes | What were the specific results and outcomes from the initiative?  How do the outcomes relate to the objective?  Describe the way the initiative is improving patient and carer experiences.  **Hint:** The judges look for data or service user stories that show how you have achieved your objectives. You are encouraged to supply data (charts and tables, etc.) or qualitative narratives in your support document. Please explain how the data (such as graphs, tables) or stories show improvement/benefit. If relevant include the sample/population size, so the judges know the scale of the work. | * Has the initiative been able to demonstrate improvements in health outcomes, individual experience or organisational outcomes? * Has the entry provided reliable evidence on its results and outcomes? * Does the data substantiate the desired outcomes and benefits for individuals, their families and/or the community? * If additional information is provided, does it illustrate the success of the initiative? | 3 |
| Status and sustainability | What is the current status of the initiative?  What are the plans to ensure this initiative provides ongoing benefits to the individual, their family and/or the community?  What changes have resulted from this initiative? For example, changes in direct care at a service level or a system/organisational level.  Have you shared, or are there opportunities to share the initiative with other areas in your organisation or more broadly with the health sector? | * Has the entry provided adequate information regarding the sustainability of the initiative? * Have there been efforts to partner with other organisations and community groups to ensure the initiative meets community needs? * Have there been changes at a direct care, service level or system/organisational level? * Have there been efforts to share ideas, tools and techniques and spread the initiative? | 2 |
| Budget | What was invested in the initiative, including staff time and financial resources?  How was time invested by consumer leads recognised and remunerated?  Were external financial or in-kind resources secured? In relation to what was invested, does the approach represent good value? | * In relation to what was invested, does the approach represent good value? * Were government guidelines for consumer remuneration by health services followed? https://www.safercare.vic.gov.au/sites/default/files/2019-01/Remunerating%20consumers%20a%20guide%20for%20government.pdf | 1 |
| Achieving quality, innovation and excellence in healthcare | How is this initiative innovative?  How does the initiative represent an innovative model of care and excellence in supporting the workforce?  What challenges or barriers did you overcome?  How have you enhanced quality and safety and reduced the risk(s) to the target population? | * Is the initiative innovative? * Does the overall initiative represent excellence in person, family or community-centred care? * Has the initiative overcome significant barriers to improve patient care, patient outcomes or care in the community? * Has the initiative enhanced quality and safety and reduced the risk(s) to the patient? | 3 |

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