

|  |
| --- |
| General Award criteria |
| Category 3 – Excellence in culturally diverse health |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| 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. | N/A | 0 |
| Planning and preparation | What was the rationale and is it innovative for culturally and linguistically diverse Victorians? 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? | * Is the rationale well established and is it innovative? * Is the evidence supporting the need for the initiative robust? * Does the work align with organisational priorities? | 1 |
| Objectives | What were your objectives? Describe how they meet the needs of the target population and support the initiative. How were patient, family and/or community involvement and patient-centred care built into your work? | * Do the objectives clearly address the needs of the targeted population and support the initiative? * Are the objectives supported by patient, family and/or community involvement and patient-centred care? | 1 |
| Methods and implementation | Describe the processes used to plan and implement your work. Who were the key stakeholders and how were they involved? Include the key tasks, timelines and whether data was used to monitor progress. | * Has a measured planning and implementation process been demonstrated in the entry? * Were the key stakeholders involved in the initiative? * Was data used to monitor and support the initiative’s implementation? | 2 |
| Results and outcomes | What were the specific results and outcomes from the initiative? Describe the way the initiative is improving culturally responsive health outcomes, patient experience or organisational outcomes for culturally and linguistically diverse Victorians, and the impact this has had on the community and/or organisation.  **Please note:** The judges look for data that shows how you have achieved your objectives. You are encouraged to supply data (charts and tables, etc.) in your support document, and explain in this section how the data shows 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 culturally responsive health outcomes, patient experience or organisational outcomes? * Has the initiative provided reliable evidence on its results and outcomes? * Does the data substantiate the desired outcomes and benefits for patients, 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 patient, their family and/or the community? Have you shared, or are there opportunities to share the initiative with other areas in your organisation or more broadly with the health sector or a related culturally responsive specific network? | * Has the entry provided adequate information regarding the sustainability of the initiative? * 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? 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? | 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 a culturally and linguistically representative employees? What challenges or barriers did you overcome? How have you enhanced quality and safety and reduced the risk(s) to the patient? | * Is the initiative innovative in its contributions to the health outcomes of culturally and linguistically diverse Victorians? * 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 |

|  |
| --- |
| To receive this document in another format, [email the Victorian Public Healthcare Awards Secretariat](mailto:healthcareawards@health.vic.gov.au) <healthcareawards@health.vic.gov.au>.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Health, March 2022.  Available at the [Victorian Public Healthcare Awards website](https://www.health.vic.gov.au/VPHAwards) <https://www.health.vic.gov.au/VPHAwards>. |