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| 2024 Victorian Public Healthcare Awards General Award criteria  Category 10 - Excellence in supporting healthy LGBTIQA+ Victorians  This award recognises organisations that have taken initiative to improve access to LGBTIQA+ inclusive healthcare.  **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 LGBTIQA+ 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 objectives, target population, methods and outcomes. | N/A | 0 |
| Planning and preparation | What was the rationale and why is it innovative for LGBTIQA+ Victorians?  What efforts have been made to make services more responsive, inclusive, safe and affirming for people from LGBTIQA+ communities?  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 the initiative innovative? * Is the evidence supporting the need for the initiative robust? * Does the work align with organisational priorities? * Does the initiative align with *Pride in Our Future: Victoria’s LGBTIQA+ Strategy* priorities? * Were LGBTIQA+ community members involved in the planning and preparation? | 1 |
| Objectives | What were your objectives? Describe how they meet the needs of the target population and support the initiative.  How were patient, family, healthcare employees 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, healthcare employees 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, engagement across communities, timelines and whether data was used to monitor progress. | * Have measured planning and implementation processes been demonstrated in the entry? * Were appropriate and diverse LGBTIQA+ community stakeholders involved in the initiative? * Was data used to monitor and support the implementation? | 2 |
| Results and outcomes | What were the specific results and outcomes from the initiative?  Describe the way the initiative is improving LGBTIQA+ inclusive health outcomes, patient experience, workplace health and wellbeing or organisational outcomes for LGBTIQA+ Victorians and the impact this has had on the community and/or organisation.  **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.) and/or qualitative evidence (such as newspaper clippings, internal and external communications) and/or 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 LGBTIQA+ inclusive health outcomes, patient experience or organisational outcomes? * Has the entry provided reliable evidence on its results and outcomes (quantitative and/or qualitative)? * Does the supporting data and/or information substantiate the desired outcomes and benefits for patients, their families, healthcare employees 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, healthcare employees 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 LGBTIQA+ specific networks? | * 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 | How much 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? | 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 LGBTIQA+ Victorians?  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 health outcomes of LGBTIQA+ 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 |

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