# SIU Group Quality Award
## 2018 Nomination/Application Instructions

## General Application Information

SIU School of Medicine is committed to providing excellent service and quality health care.  We continually strive to improve:

- work flows and work processes in offices, labs and clinics
- customer service to both external and internal clients
- health outcomes of the patient population that we serve

The purpose of this award is to recognize a group for their outstanding contributions in delivering service, improving health outcomes, or work processes through quality improvement efforts.  All staff and faculty of the School of Medicine are eligible for nomination.

Any employee of the School of Medicine can nominate a group for the Group Quality Award.  Self-nominations are acceptable.  Final selection will be made by a Committee with representatives from the Office of the CMO.

## Application Instructions

### SECTION I

**Location Information**

Identifies the department and division that is submitting the nomination/application.

**Primary Contact**
Identifies the quality project lead. This is the person with whom the central office will communicate with questions regarding the application. They should have intimate knowledge of the project and application process.

**Secondary Contact**
Identifies a second contact should the primary contact be unavailable.

**Person Submitting the Nomination**
Identifies the person submitting the nomination (if different from the primary contact).

**Project information**

Provides information about the project that is being nominated

Project Title:
- Should be descriptive and only one or two lines in length
- The title will be what is printed on the award

Project Description:
- Provide a brief summary of the project being nominated.
- The description is what will be published in the SIU School of Medicine "Examiner"

*NOTE: If you are only nominating a group and will not be participating in the application process, please enter a project title and any information you have about the project in the description. The person(s) completing the application can update these fields as needed.*

**SECTION II**

**Application**

Please describe your project addressing all 8 categories listed below. All categories must be addressed for the application to be accepted.

Team Members:
- List the members of the team and their role in the project (e.g. project lead, team member, data collection, physician champion, executive sponsor etc.)

Problem Statement (5 pts):
- Describe the relevant problem/opportunity being addressed
- Describe the organizational goals/aims that this project aligns with

Data to Support Problem and to Measure Goals (5 pts):
- Describe relevant data used to identify the problem/opportunity being addressed
- Describe the data sources, timeframes, sample sizes etc.
- Include comparative benchmarks or best practices if applicable
- Describe/define the process and outcome measures

Improvement Intervention (10 pts):
- Describe what improvement interventions were implemented

Change Management/Communication Strategies (5 pts):
- Describe the strategy you used to implement your change. How did you communicate the change? How did you get buy-in from others that the change was necessary? Did you try out the

change on a small population, location, or with a small group first, or did you roll out the change to everyone at the same time.

Results (10 pts):
- Describe results achieved - be clear and direct regarding the impact on the patient, patient care, patient centeredness, efficiencies gained, costs saved etc.
- Consider the following criteria when determining what is most relevant to support your project results:
    - Link the results to stated goals
    - Support your results with data
    - Make sure the data is relevant, credible, and believable
    - Compare results to benchmarks, targets, best practices when applicable
    - Support results with the use of tables and/or appropriate charts

Sustainability (10 pts):
- Describe your plan to assure that the change will stick, that people will not revert back to the old way of doing things.
- If applicable, describe the strategy for adapting the change in other areas
- Could other departments/divisions benefit from this work?

Lessons Learned (5 pts):
- Quality improvement projects afford many opportunities for growth and learning. Share two significant lessons learned; consider positive lessons learned as well as challenges that could be helpful to others.

## Submission Guidelines
- The Application must be completed electronically
- Persons nominating a group but not participating in the application process should complete Section I of the application only
- Applications received with only Section I completed will be emailed to the Primary and Secondary contact listed for completion of the application process
- Self-nominating groups should submit Section I of the application before completing section two. This will help the selection committee understand how many applications they expect to receive.
- Applications completed in their entirety must be submitted to Darren Barnes, Director of Quality & Performance Improvement via email at dbarnes68@siumed.edu **NO LATER THAN March 16, 2018**

## Award Selection & Presentation

- Applications will be reviewed and scored by the selection committee made up of members from the Office of the CMO
- Each section of the application has a total point value of either 5 points or 10 points to equal a maximum possible score of 50. The selection committee will rate each section on a scale from 1-5 or 1-10
- The application with the highest score will be selected for the Group Quality Award. It is imperative that each section is completed
- The winners will be notified by email and given a choice of a team presentation at either the Annual Employee Recognition Luncheon in late April, or a private group presentation at their location
- Contact Darren Barnes by phone at 217-545-8506 or email [dbarnes68@siumed.edu](mailto:dbarnes68@siumed.edu) with any questions about the application process