

CONTROL OR CHAOS?



GOVERNANCE & SERVICE QUALITY FOR HEALTH & COMMUNITY SERVICES

GOVERNANCE & SERVICE QUALITY AWARD 2010

19-20 May 2010 Hilton on the Park—Melbourne

Background

The inaugural Governance and Service Quality Award will identify and showcase outstanding achievements in developing integrated governance systems which enhance service quality in the health and community sectors.

These awards are sponsored by InterSystems. InterSystems is the worldwide leader in software for connected healthcare.

While there is no one commonly agreed definition of governance the term generally refers to the systems by which organisations are directed, controlled and held to account (Australian National Audit Office, Better Practice Guide - Public Sector Governance, 2003). Governance influences how the objectives of the organisation are set, how risk is managed and how outcomes are met. The concept of clinical governance has evolved to extend the traditional role of governance to the direction, control and accountability around service quality. Clinical Governance can be defined as "the systems by which the governing body, managers and clinicians share responsibility and are held accountable for patient or client care, minimising risks to consumers, and for continuously monitoring and improving the quality of clinical care" (Australian Council on Healthcare Standards).

Awards Criteria

The award will recognise a health service that has recently (last 2 years) developed a specific initiative for promoting service quality that is integrated within the organisational governance framework. The health service will have developed an initiative in one or more of the following four areas;

- Credentialling and Scope of Practice - examples of systems developed to address credentialling and scope of practice
- Clinical/Program Quality Leadership - models of leadership within organisations to promote and enhance service quality
- Quality and Performance Indicators - examples of the use/development of indicators to effect improvements in service quality

INTERSYSTEMS



- Governance and Organisational Structures – examples of the development of organisational structures and systems [e.g. reporting system, accountabilities, committee structures, frameworks] that promote effective governance of service quality

In nominating for the VHA Governance and Service Quality Award health services should be able to provide the following information:

1. Describe how the need for this project was identified
2. Describe the overall aim of the project
3. Describe the specific objectives of the project
4. Provide a summary of the specific strategies used to implement the project
5. Describe the intended and unintended outcomes of the initiative for stakeholders (including measure used to evaluate)
6. How sustainability was ensured? Describe how accountabilities, monitoring and reporting of the initiative are integrated into the governance framework of the organisation?

Benefits of Participation

The Award winner will receive the InterSystems Governance and Service Quality Award, Shortlisted Finalists in the VHA Awards will receive a complementary entry to the cocktail function on Wednesday 19 May and one day registration at the VHA Conference for Thursday 20 May. All nominees may display a poster of their project at the conference

The award winner and shortlisted finalists may be invited to present an outline of their project at the showcasing sessions on Thursday 20 May The award winner and finalists will receive public promotion of their project success with colleagues across Victoria via profiling in the VHA publication Health Matters and on the VHA website.

Nominations, Judging and Timeline

To nominate for these awards, please complete the brief online form located at <http://www.surveymonkey.com/s/GovernanceAwards>

Nominees will be shortlisted by a judging panel selected from the health, health management and academic sectors with a total of three judges

- **February, 2010** – Nominations open
- **April 12, 2010** – Nominations close
- **April 19, 2010** – Short-listed nominees will be required to provide more detailed information about their initiatives to the VHA and develop a poster to display at the Conference on Wednesday 19 and Thursday 20 May, 2010.
- **May 12, 2010** – Award winner and runners up (honourable mentions) will be notified by VHA. Draft press release will be distributed to winning organisation to use in local press releases.
- **May 19, 2010** – Awards Ceremony at the Conference Cocktail Function at the Hilton, 5-7pm (announcement 5.30pm)
- **May 20, 2010** – Award winner present project as part of showcasing sessions between 10.30 and 12.30

Eligibility

The award is open to projects that have not previously received awards.

Further Information

If you have questions or would like further information, please contact Alison Brown at the VHA on 9094 7777.

INTERSYSTEMS

