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| 2024 Victorian Public Healthcare Awards Premier’s Health Service of the Year criteria |
| Category 17 - Premier’s Medium Health Service of the Year Award  The Premier's Health Service of the Year Awards are Victoria's most prestigious accolade to which a health service can aspire. These awards recognise leadership and excellence in the provision of publicly funded healthcare for the Victorian community.  **Summary** |

When making your entry in Award Force you will be asked to provide a brief (max. 100 words) summary of your health service outlining how it has delivered excellence in healthcare.

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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| Section | Guidance notes | Score |
| About the organisation | This section should provide a general summary and overview of the organisation and its achievements.  This is the opportunity to tell the story of your organisation and its achievements over the last 12 months (i.e. 8 April 2023 – 7 April 2024). It should briefly touch on the organisation’s key achievements between for 2023-24 as they relate to the criteria but also seek to paint a picture of the organisation’s culture, and how this contributes to achieving the best possible health outcomes for the service population and sector.  Include the following basic information: annual budget; community served, including the nature and size of community (it could be a geographic area/catchment, a population group such as children, or a specialty); list of campuses; major services offered; number of staff; number of consumers/patients/clients/communities served each year. | 0 |
| Providing sustainable, well managed and efficient health services | * Has the organisation demonstrated that it is a sustainable, efficient and innovative health service? * Are appropriate strategies in place:   + to build organisational capability   + provide a safe workplace   + improve workforce capability   + develop partnerships and collaborations with other providers? | 1-5 |
| Providing timely and responsive health services | * Has the organisation applied person-centred care in the design and delivery of care? * Has the person-centred care improved healthcare outcomes and the patient experience? | 1-5 |
| Promoting least intrusive and earliest effective care | * Has the organisation addressed the need to provide the most appropriate care in the most appropriate setting, such as community-based care models and settings? * Have patient outcomes been enhanced by innovations, collaborations and partnerships? * Does data demonstrate enhancement of patient quality of life, life expectancy or a reduction in the burden of disease? | 1-5 |
| Improving health service safety and quality | * Has the organisation enhanced quality and safety and reduced risks to patients and staff? * Has the quality and safety of patients, staff and the community been enhanced by the organisation? * Have systems been developed to monitor safe healthcare provision? * Are systems and processes being developed to improve and innovate across both clinical and non-clinical areas? | 1-5 |
| Strengthening the capacity of individuals, families and communities through effective prevention and health promotion | * Have prevention and health promotion programs been developed by the organisation? * Is the organisation assisting people to live healthy lifestyles and prevent the onset of disease, to maximise the health and wellbeing of individuals and communities? * Has the organisation enhanced the quality of life, life expectancy or reduced burden of disease within their catchment or community? | 1-5 |
| Improving health and wellbeing for disadvantaged people and communities | * Has the organisation addressed issues relating to the health and wellbeing of disadvantaged people and communities? * Has the organisation reduced inequalities in health and wellbeing and in access to their services? Have benefits flowed to the community from actions in this area? * Has the organisation addressed the healthcare needs of Aboriginal and Torres Strait Islander people and closing the gap in health outcomes? | 1-5 |
| Contributing to a positive workplace culture, including results | * What initiatives has the organisation developed to implement positive work culture? * What methods of data collection has the organisation introduced to capture improvements in work culture? | 1-5 |

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