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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 AwardThe 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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