Annual Awards Ceremony
Monday, October 21, 2019
JAMES A. HAMILTON FOUNDER'S AWARD

The James A. Hamilton Founder's Award is the highest recognition given by the New Hampshire Hospital Association. It is presented only as appropriate for outstanding service to healthcare on behalf of the people of New Hampshire. This distinguished service may be made directly in healthcare or through related activity in government, education, the humanities or the environment. The recipient shall be a person whose integrity and consistent commitment are readily evident to his or her associates and whose extraordinary achievement or exceptional contribution in the interest of human health and well being has extended into the local community, state or nation. This person need not be a member of the New Hampshire Hospital Association.

Nominee: ____________________________________________

Address: ____________________________________________

Town: ___________________________  State: _______  Zip: ______________

Nominating Institution: ____________________________________________

Contact Person: ____________________________________________

Tel: _____________________  Email: ____________________________

Please submit a short write-up that makes the case for the above nomination. Your case should be built upon the criteria listed above, especially using examples that highlight the qualities listed as necessary for this award to be made.

Nomination Deadline:  Friday, September 27, 2019

Submit nomination to: info@nhha.org
PRESIDENT'S AWARD

This award is given to an active Association member who has made an exceptional contribution directly to New Hampshire Hospital Association. Presented annually, the President's Award is given for dedicated service to the affairs, management, and/or creative growth of the Association and its affiliates. The recipient shall be an Association member, affiliate, volunteer, or employee who has played an exceptionally active role in furthering the purposes of NHHA and/or whose service continually brings credit to the field of health care through NHHA. For this award, nominees may be from an institution other than the nominating institution.

Nominee:______________________________________________________________

Address:________________________________________________________________________

Town:_______________________________ State:_______ Zip:____________

Nominating Institution:____________________________________________________________

Contact Person: ____________________________________________________________________

Tel: _____________________ Email: ________________________________________

Please submit a short write-up that makes the case for the above nomination. Your case should be built upon the criteria listed above, especially using examples that highlight the qualities listed as necessary for this award to be made.

Nomination Deadline:  Friday, September 27, 2019

Submit nomination to:  info@nhha.org
MEDICAL STAFF AWARD

This award is a high honor bestowed upon a medical staff member from a New Hampshire Hospital Association institution whose professional performance has strengthened the cooperation between the institution and the medical staff, and who brings credit to the institution and the community. The recipient shall exemplify the professional medical staff that devotes themselves to excellence in health care. The recipient will be an individual whose performance has contributed to the effectiveness and efficiency of the institution; who is held in high regard by peers and colleagues; and who actively participates in civic and community affairs on behalf of the institution.

Nominee:_________________________________________________________________________

Address:_______________________________________________________________________

Town:___________________________ State:_______ Zip:____________

Nominating Institution:___________________________________________________________

Contact Person: __________________________________________________________________

Tel: _____________________ Email: ________________________________________

Please submit a short write-up that makes the case for the above nomination. Your case should be built upon the criteria listed above, especially using examples that highlight the qualities listed as necessary for this award to be made.

Nomination Deadline:  Friday, September 27, 2019

Submit nomination to:  info@nhha.org

2019 Awards of Excellence
OUTSTANDING TRUSTEE OF THE YEAR AWARD

The Outstanding Trustee of the Year Award is presented annually to a trustee of an New Hampshire Hospital Association member institution whose achievement in the field of hospital trusteeship stands out above all others, and who serves as an example to encourage others in the pursuit of excellence in hospital governance. The recipient of this award should demonstrate excellence in institutional governance through his or her dedication to the mission of the hospital; leadership; a deep understanding of the healthcare system; an ability to envision future trends and move in that direction; and an involvement in civic and community activities on behalf of the institution.

Nominee: ____________________________________________________________________________

Address: ____________________________________________________________________________

Town: ____________________________  State: _______  Zip: ______________

Nominating Institution: _________________________________________________________________

Contact Person: ______________________________________________________________________

Tel: _________________________  Email: ___________________________________________________

Please submit a short write-up that makes the case for the above nomination. Your case should be built upon the criteria listed above, especially using examples that highlight the qualities listed as necessary for this award to be made.

Nomination Deadline:  Friday, September 27, 2019

Submit nomination to:  info@nhha.org
Honoring Excellence in Patient Safety & Quality Improvement

The Foundation for Healthy Communities’ Honoring Excellence in Patient Safety & Quality Improvement Award honors a team of health care professionals within New Hampshire hospitals who demonstrates a continued commitment to providing quality care to their patients, lead the charge for quality improvement, promote transparency to improve health care, and achieve better outcomes through the implementation of a strong culture of safety. This award recognizes not only those who have achieved demonstrable positive outcomes in quality and patient safety, but those who are making significant improvements as well, and is intended to:

- Raise awareness of the need for an organization-wide commitment to highly reliable, exceptional quality, patient-centered care
- Reward successful efforts to develop and promote improvements in quality of care
- Inspire organizations to systematically integrate and align their quality improvement efforts throughout the organization
- Communicate successful programs and strategies to health care and public audiences
- Facilitate New Hampshire hospitals’ alignment of quality initiatives with national initiatives

Criteria

The award will be given to a hospital and / or health system that has performed at a high level of accountability and has been instrumental in one or more of the following areas:

**Improved outcomes due to a strong culture of safety**
A culture that supports safety for patients and staff is critical to achieve sustainable improvement. Culture is set and reinforced by leaders, both formal and informal. Submissions should demonstrate evidence of how a culture of safe care was nurtured in the organization’s efforts to improve.

**Reduced patient harm events**
For six years, the NH Partnership for Patients has engaged in a national effort to improve the quality of care delivered by reducing patient harm events, thereby improving outcomes and achieving significant savings in health care costs for patients, hospitals and insurance providers. Nominations should highlight the implementation of new methods of quality improvement and patient safety and how staff member(s) were trained on the importance of patient safety and provide specific examples of how these methods prevented harm from a patient at risk.

**Reduced health disparities among specific patient populations**
The data is clear that there are inequities in the care provided to different populations. Submissions should demonstrate how improvements have been implemented that have impacted patient populations that have been affected by change, such as the use of data to highlight improvement for disparate populations.
Supported a learning culture committed to trust, feedback and higher problem-solving
The journey toward reliable care is dependent on the systemization of improvement practices and continuous learning across the organization. Nominees must show there is a progression in how their organization deploys improvement efforts in a way that increases learning. Nominations will be evaluated on how information is shared across the organization and the learning and feedback mechanisms from the bedside to the boardroom.

Evidence of transparency among care teams, with patients and families, and with community stakeholders
Transparency is essential to creating an organization that fosters sustainable improvement. While the detail shared may vary depending on audiences, the communication of data and information is vital in achieving buy-in and support for improvement. Hospital submissions need to demonstrate how transparency has been shown (e.g., visual learning board, huddles, newsletter) within the organization, and external communication with the community.

Eligibility
All acute care hospitals, specialty, psychiatric hospitals and programs and post-acute hospitals and programs in New Hampshire and/or who are participating in the NH Partnership for Patients program under the Hospital Improvement and Innovation Network (HIIN) within New Hampshire are encouraged to apply.

Disclaimer
All applications become the property of the Foundation for Healthy Communities & the New Hampshire Hospital Association and may be used in efforts to promote quality improvement in the hospital field and to provide best practices and examples of different approaches to achieving the quality goals.

Nominee: ________________________________________________________________
Address: __________________________________________________________________
Town: __________________________ State: ______ Zip: __________
Nominating Institution: _________________________________________________________
Contact Person: ______________________________________________________________
Tel: ______________________________ Email: ________________________________

Nominations should be built upon the criteria listed above and use examples that highlight your hospital and/or health system has performed at a high level of accountability and has been instrumental in one or more areas listed as necessary for this award to be made.

Nomination Deadline: Friday, September 27, 2019
Submit nomination to: info@healthynh.org
The Noah Lord Patient & Family Engagement Award

Noah Lord was a vibrant, fun, silly, 4-and-a-half-year-old, whose outgoing and inquisitive nature drove him to explore the world around him. His constant questioning of the details had his parents endlessly scrambling for answers that would satisfy his insatiable curiosity. Discussions of dinosaurs, Star Wars, death, life, playgrounds, work, Toy Story and so many other topics were a constant in Noah’s household. He spent many days cooking with his mom and planned with great enthusiasm to be a “chef cooking man” when he grew up. Sadly, those dreams were never realized. Noah died from a series of medical errors following a tonsillectomy, errors that could have been prevented. Noah’s constant quest for answers inspired his mom, Tanya, to seek answers related to his premature death. After a job transfer for Noah’s dad, Glen, brought them to New Hampshire, Tanya began her search in earnest. She found that the circumstances surrounding Noah’s death provided many opportunities for health care improvement, including the importance of engaging patients and families at the bedside, as well as within the organizational structure.

The Noah Lord Patient & Family Engagement Award was created by Noah’s mother, Tanya Lord, PhD, MPH, Director of Patient & Family Engagement at the Foundation for Healthy Communities, to recognize the innovative work being done in New Hampshire hospitals to better engage patients and families in improving health care.

PURPOSE
The Patient and Family Engagement Award recognizes the work done in partnership with Patient and Family Advisory Councils (PFAC) and/or Patient Family Advisors (PFA) to improve patient safety, quality improvement and/or the patient experience within a New Hampshire health care system. As a leading strategy in engaging patients and families at the bedside and / or within the organizational culture, it is intended that this award will help facilitate the sharing of success stories across the state.

SELECTION CRITERIA
Nominated projects should demonstrate:
1. An identified need for improvement
2. Direct impact on patient safety, quality improvement, and/or patient experience
3. Inclusion of one or more Patient Family Advisor(s) throughout the project

ELIGIBILITY
• Hospital must be a member of the New Hampshire Hospital Association
• Project or initiative must have included and/or been led by Patient Family Advisor(s)
• Only one application can be submitted per member hospital per award year
• Past submissions can be resubmitted with updated information and / or data, but projects that did receive the Noah Lord Patient & Family Engagement Award cannot be resubmitted
• Previous award winners are not excluded and can enter each year

2019 Awards of Excellence
SUBMITTING NOMINATIONS
Each nomination must include the following items:
A completed Noah Lord Patient & Family Engagement Award application
A letter of support from both a patient and a staff member who have seen or experienced, and can
describe the benefit, of the initiative
Supplemental Information may be included if they help describe or were a part of the project. For
example tools, patient or staff education materials, promotional materials, charters, and outcomes.

EVALUATION CRITERIA
Awards will be evaluated on the following criteria:
Extent to which patient and family advisors were partners in the planning, implementation, training or
evaluation of the project
Potential for improving patient safety, quality improvement and/or patient experience
Addresses an issue that impacts a significant number of patients across the organization
Degree to which the initiative serves as a model for other facilities
Development of tools or resources that can be adapted for other facilities
Creativity and innovation (“out of the box” thinking)
Demonstrable measures and/or data showing successful results

SELECTION COMMITTEE
A Selection Committee will be convened and staffed by the Foundation for Healthy Communities (FHC)
to include representatives of the FHC Board, a Hospital trustee, a Hospital CEO, a Service Excellence staff,
and a Patient & Family Advisor. The award will be presented at the New Hampshire Hospital Association
& Foundation for Health Communities Annual Meeting being held October 20-22, 2019.

AWARD RECIPIENT
The hospital with the winning project will be invited send a Patient & Family Advisor to accept the award
on behalf of the project team at the Annual Meeting Awards Dinner and to create a poster for display at
the Annual Meeting Registration Area.

Nomination Deadline: Friday, September 27, 2019
Submit nomination to: info@healthynh.org
The Noah Lord Patient & Family Engagement Award

APPLICATION

(please cut and paste fields into a MS Word document or visit us online to download the Noah Lord PFE Application form in MS Word if preferred.)

Hospital:

Person making nomination:

Email Address: Work phone: Click here to enter text.

Work Address:

PROJECT SUMMARY

Title of project: Click here to enter text.

Identified/observed need for improvement:

Solution description:

Project description:

PFA partnership description:

Demonstrated Impact:

Lessons learned:

Include: Two letters of support from a patient and a staff member who have seen and can describe the benefit of the initiative.

Optional: Supplemental Information may be included if they help describe or were a part of the project, for example tools, patient or staff education materials, promotional materials, charters, and outcomes.

Nomination Deadline: Friday, September 27, 2019
Submit nomination to: info@healthynh.org

2019 Awards of Excellence