

# Annual Awards of Excellence Nominations



Foundation *for*  
Healthy Communities

Honoring Excellence in Patient  
Safety & Quality Improvement

&

The Noah Lord Patient & Family  
Engagement Award



## 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.

# Honoring Excellence in Patient Safety & Quality Improvement

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## *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, August 23, 2024**

**Submit nomination to: [info@healthynh.org](mailto:info@healthynh.org)**

***2024 Awards of Excellence***



## 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, 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

# The Noah Lord Patient & Family Engagement Award

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## **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. The award will be presented at the New Hampshire Hospital Association & Foundation for Health Communities Annual Meeting being held October 20-22, 2024.

## **AWARDRECIPIENT**

The hospital with the winning project will be invited to 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, August 23, 2024**

**Submit nomination to: [info@healthynh.org](mailto:info@healthynh.org)**



***2024 Awards of Excellence***



## The Noah Lord Patient & Family Engagement Award

### APPLICATION

Hospital:

Person making nomination:

Email Address:

Work phone::

Work Address:

### PROJECT SUMMARY

Title of project:

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.

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