

Outstanding Achievement Service Excellence (Corporate and Support Services)

This award recognizes an individual and a team (Corporate and Support Services), who help create a collaborative workplace environment, contribute to producing positive results through exceptional program or service delivery, and demonstrate an ongoing commitment to continuous improvement, excellence and collaboration.

This nomination must demonstrate:

- Identify the challenge/opportunity taken to enhance program delivery or service provision and the resulting improvement/outcome/impact.
- Explain how the challenge/opportunity was identified, assessed and acted upon.
- Explain how stakeholders/client groups were engaged in problem solving, and the differences and perspectives of others were respected.
- Demonstrate how our AHS' values were exemplified and vision and mission advanced.
- Demonstrate how individual/team professionalism, motivation and 'above and beyond' effort(s) were exemplified.
- Validate that a sustainability plan is in place and identify future growth or expansion opportunities/plans.

Outstanding Achievements in PATIENT and FAMILY-CENTRED CARE

This award recognizes a clinical or non-clinical individual and a team who has demonstrated excellence in providing, supporting or advancing a culture of patient- and family-centred care in a unit, site, program, or throughout AHS. The focus of the award is on an individual or team who has implemented an effective method (practice, policy, technology) for including patients and families as partners in their care and includes an emphasis on the humanity of health care – how we relate to the person inside the patient and to each other.

The nomination must demonstrate:

- A summary of how the method enhances our ability to:
 - treat patients and families with respect and dignity, and/or
 - share information with patients and families, and/or
 - encourage patient and family participation in their care, and/or
 - connects us to the humanity of health care
- The impact on the patient experience - quantitative data should be augmented with feedback from patients and families
- The impact on staff and/or physician experience - quantitative data should be augmented with feedback from staff and physicians
- Any opportunities the nominee(s) has taken to help others to share and spread their work

Outstanding Achievements in PEOPLE EXCELLENCE

This award recognizes an individual and a team who has demonstrated excellence in providing, supporting or advancing a culture where everyone feels safe, healthy, and valued, and can reach their full potential.

The nomination must demonstrate:

- How an initiative, practice or process supports one or more of Our People Strategy priorities in any of the following ways:

Clear Vision. Shared Purpose. Common Goals

- Living our values (AHS Cares) in our decision-making and daily interactions
- Collaboration with others in AHS and/or with partners across Alberta
- Knowledge and ability to lead change in a positive and productive way
- Effective communication and engagement to facilitate a sense of clear vision, shared purpose and common goals
- Effective stakeholder consultation to inform design or implementation of our work

A Safe, Healthy and Inclusive Workplace

- Welcoming diversity and supporting inclusion
- Protects and supports physical health and mental well-being for all
- Setting and supporting expectations for workplace health and safety behaviors and performance
- Acknowledges, recognizes and celebrates contributions

Excellent Leaders

- Supports leadership development
- Supports leaders with appropriate authority, resources and services that meet their needs
- Ability to identify and act on improvements to workforce engagement, health and safety
- Develops knowledge and skills to better manage and lead change

Empowered People

- Supports personal and professional development of employees, physicians, midwives and volunteers
- Reduces barriers to learning and development
- Empowered and effective in their roles by using appropriate resources and development opportunities
- Creates a learning environment that encourages problem solving and innovation

Outstanding Achievements for Lifetime Achievement

This award recognizes the extraordinary efforts and achievements of an individual who has had a significant impact on health care over at least 20 years.

The nomination must demonstrate:

- What contribution was made, and what its significant operational impact was
- How continuous learning and innovation is encouraged and supported
- Leadership in positive change management
- Support for others to achieve their best
- Acknowledges, recognizes and celebrates contributions
- Welcoming and supporting diversity and inclusion

Lifetime Achievement – Volunteer

This award recognizes the extraordinary efforts and achievements of a volunteer who has made a significant impact to their health care community for at least 10 years.

The nomination must demonstrate:

- A long term commitment to AHS through their passion, skill set and expertise and how they have gone “above and beyond” in the service they have provided?
- How have they exemplified the AHS values? Include information about the specific values they demonstrate within their role(s).
- How have they made a positive impact to patient/family centred care and/or supported our health care professionals and other volunteers?

Outstanding Achievement in INNOVATION and RESEARCH EXCELLENCE

This award recognizes an individual and a team who demonstrate outstanding improvements to quality care, patient experience, patient or population health outcomes and/or health system performance through the successful introduction of an innovation or research project. Innovation means new or improved ways of doing things of high value. In the context of health and health care, an innovation can be a device, drug, technique and method, new model of care, system or service. Innovations can be obtained from outside a particular team’s context or they can be developed within. Research projects may address biomedical, clinical, health systems and services, and/or social, cultural and environmental determinants of health. Each innovation or research project application needs to clearly demonstrate the impact to patients and/or health care system, and demonstrate value over what is currently being done. Improvements which also enable the discontinuation or de-adoption of methods, treatments, approaches or products of lower value in the health system will be given higher weighting.

The nomination must demonstrate:

- Addressed an identified opportunity within the health-care system
- Was informed by evidence: that is, information derived from a range of sources that was subjected to testing and is found to be credible (e.g. evaluation, research, analytics, leading practices)

- Effective use of research: evidence informed leading practices and analytics in the creation, implementation, adoption and evaluation of the innovation
- Collaboration by ensuring engagement and involvement across multiple areas, programs, teams and, if required, with external partners to achieve the desired outcomes
- Involved patients, health-care providers, physicians and partner organizations in decision making
- Achieved a positive impact on quality of care, patient experience, patient or population health outcomes and/or health system performance
- Reduced or eliminated a device, drug, technique, method, system or service of low value
- Had a sustainability plan to 'maintain the gains' with the ability to spread and scale if required

Outstanding Achievements in QUALITY IMPROVEMENT

This award recognizes an individual and a team who have made evidence-based quality improvements in the health system which achieved improved health outcomes for patients and their families and/or organization or clinical effectiveness. Clinical and non-clinical teams that have implemented or redesigned a system issue, process or aspect of care which achieved exceptional improvements can be nominated for this award.

The nomination must demonstrate:

- The challenge or opportunity the system, quality or process improvement was addressing
- The result achieved and what made the achievement exceptional
- How the improvement process engaged clients, patients and families
- How the improvement process achieved better health outcomes for patients and families
- How the results were measured with the supporting data
- How the team demonstrated leadership and collaboration with stakeholders and ensured sustainable improvement