

## President's Excellence Awards Frequently Asked Questions

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### What are the President's Excellence Awards?

Created in 2011, the President's Excellence Awards recognize Alberta Health Services employees, physicians with privileges and teams who demonstrate innovation, collaboration and patient focus, and who exemplify the AHS values of Compassion, Accountability, Respect, Excellence and Safety.

### What are the Award categories?

#### **Outstanding Achievement Service Excellence (Corporate and non-clinical Support Services)**

This award recognizes an individual and/or team (Corporate and non-clinical 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:

- 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.
- Demonstrates 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.

See the [award scoring criteria](#) for more information.

### **The President's Excellence Award for Outstanding Achievement in Quality Improvement**

This award recognizes an individual and/or 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.

See the [award scoring criteria](#) for more information.

### **The President's Excellence Award for Outstanding Achievement in People Excellence**

This award recognizes an individual and/or 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.

See the [award scoring criteria](#) for more information.

### **The President's Excellence Award for Outstanding Achievement in Patient and Family-Centred Care.**

This award recognizes a clinical or non-clinical individual and/or 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.

See the [award scoring criteria](#) for more information.

## **The President's Excellence Award for Outstanding Achievement in Innovation & Research Excellence**

This award recognizes an individual and team who demonstrates 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 the 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.

See the [award scoring criteria](#) for more information.

### **Lifetime Achievement - Staff and Physicians**

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

See the [award scoring criteria](#) for more information.

### **Lifetime Achievement - Volunteer**

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

The nomination must demonstrate:

- How this volunteer has demonstrated 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?

See the [volunteer nomination guide and criteria](#) for more information.

## Who can be nominated?

- Individuals and teams can be nominated. Nominees must be employees of Alberta Health Services or a physician with AHS privileges. An individual who is a member of a partner organization and who made a significant contribution to an AHS project or initiative may be listed on the team nomination form.
- The work for which the individual or team is being nominated for must have been done in their capacity within AHS and not for another organization.
- The project or achievement must have taken place during the two years prior to the application close deadline.
- Employees, physicians or team members who have retired or passed away can be nominated as long as they were employed within one year prior to the date of nomination.

## How do I nominate someone?

Anyone can submit a nomination, which can be completed on the [SPIRIT website](#). Completed submissions must be received no later than midnight on Feb. 8, 2019. If you haven't already set up an account, you will be asked to do so prior to signing in the first time. You will then select the AWARDS tab, and then click on the "Nominate PEA" link.

Nomination submissions must include:

- A completed nomination form. The body of the submission must not exceed 4000 characters per question.
- A minimum of one to a maximum of three pieces of support materials. The total submission size for the support material must not exceed 10 megabytes.

## How do I assign a delegate to make a President's Excellence Award nomination on my behalf?

To add a new delegate, click on the "Assign Delegates to enter PEA or SEA nominations" link under the AWARDS tab on top navigation menu, and then click on the "Add a Delegate" button and follow the on-screen instructions.

You can delegate your nomination role to anyone who has access to the Spirit website. Whenever assigning a new delegate, you must enter a start date; you do not need to indicate an end date if you want the delegation to be permanent.

Once added, your delegate(s) will be listed in the main Assign Delegates page. From that screen, you can edit or remove a delegate at any given time by clicking on the Edit or Remove buttons.

## I have been assigned as a delegate for someone. How do I enter a nomination on their behalf?

To submit a nomination on someone's behalf, click the "Nominate PEA" link under the AWARDS tab on the Spirit website. By default, the system will start the nomination process with you as the nominator. To select the user on behalf of whom you would like to submit the nomination, click on the "Change" button. A dropdown listing all employees for whom you are a delegate will appear; select the one you wish to act on behalf of and click "Change" to confirm your choice. The nominator will change to that selected employee. Continue the nomination process as you normally would, by providing all the required information.

### **Can volunteers be nominated in each category?**

At this time individual volunteers can only be nominated in the Lifetime Achievement; however, if they are part of a department or program team nomination they would be recognized as part of the team.

### **How can physicians, volunteers or midwives make a nomination?**

Please email [PresidentsExcellenceAwards@ahs.ca](mailto:PresidentsExcellenceAwards@ahs.ca) for assistance in making a nomination.

### **What does 'physician with AHS privileges' mean?**

Physicians with AHS privileges are physicians who have medical staff appointments to practice in AHS facilities.

### **Why can't I nominate myself?**

The President's Excellence Awards are an opportunity to look beyond our own programs and departments for excellence. The Awards are a way to highlight the contributions of peers and colleagues. Self-nominations are not accepted for an individual nomination in any of the categories.

### **Can I nominate my own team?**

Any member of a team, including the team lead, may nominate the team for an award.

### **In the context of the President's Excellence Awards, what constitutes a 'team'?**

A team is a group of individuals working together with a defined purpose or goal. For members to be included in the nomination they must have made a significant, ongoing contribution to the completion of the project or initiative. Individuals who provide expertise from time-to-time but do not contribute regularly are not considered an ongoing member of the team. Team members can nominate their team and should include themselves in the nomination.

### **I'm submitting a team nomination but some team members are not AHS employees (i.e. they are partners of AHS). Should I include their names?**

If the members were included in the ongoing work of the team and made a significant contribution to the results of the project or initiative, they should be included on the nomination form. The individual's organization and contact information must be included on the nomination form (see question below on creating a new user).

### **How do I nominate someone I can't find in the address book or if they are external to AHS?**

Click the "create new user" button. Complete as much of the form as you can (email address, first and last name are mandatory fields), and click "save." If you have further difficulty, email [presidentsexcellenceaward@ahs.ca](mailto:presidentsexcellenceaward@ahs.ca).

### **Do I need to have the nominee's permission to submit their name or team for an award?**

You should inform the individual or team lead of your intention to submit their information for a President's Excellence Award.

## **Nominations must include a minimum of one and maximum of three pieces of support materials. What can be submitted as support materials?**

Support materials may include: letters of reference; testimonials from peers, patients or clients; news clippings; screen shots of website content; or other documents which support the nomination. The total submission size for the support material must not exceed 10 megabytes. Only material attached to the nomination submission will be considered. Web links to material will not be reviewed.

## **What does a top notch nomination look like?**

A top-notch nomination form has all fields filled out. In team submissions, all team members are listed. The written portion answers the criteria clearly and concisely and does not exceed 4000 characters per question. The support materials further illustrate how the submission meets the criteria. Only material attached to the nomination submission will be considered. Web links to material will not be reviewed. For further information see the [scoring criteria](#). Please contact [PresidentsExcellenceAwards@ahs.ca](mailto:PresidentsExcellenceAwards@ahs.ca) if you need guidance with your nomination. You can also look at [past recipients](#) for inspiration.

## **Will the same nominations be considered in multiple award categories?**

Nominations may be submitted for the same team in different categories but each one must be unique.

## **How can I view my saved and submitted nominations?**

When you are submitting a nomination you have the ability to save your nomination and go back at a later time and complete it. This can be done any time until you hit submit.

From the main screen under the awards tab, you will see two options:

My Saved PEA Nominations: this option gives you the ability to bring up any saved nominations that haven't been submitted so you can add information and complete the nomination.

My Submitted PEA Nominations: this option gives you the ability to view nominations that have been submitted and print or download to a folder.

## **What if I miss the Feb. 8, 2019, nomination deadline?**

Nominations received after the deadline will not be considered. You are encouraged to begin the nomination process as soon as possible to ensure you meet the midnight Feb. 8, 2019 deadline.

## **How will the recipients be chosen?**

The President and CEO and AHS committee representatives will select the finalists. More information about the judging panel will be shared closer to nomination closing date. The Award finalists will be announced in April.

## **When will the recipients be announced?**

Recipients will be announced in Spring 2019. Information will be communicated regularly to nominees and nominators.

**What will the recipients receive?**

Award recipients will receive a certificate of acknowledgement, a pin, commemorative awards booklet highlighting all recipients and their achievements and celebratory luncheon. The President's Excellence Awards will be presented at an arranged time and when possible, with the President and CEO, and/or members of the Executive Committee and local leaders.