

President's Excellence Awards – Patient and Family Centred Care Scoring Worksheet

PATIENT AND FAMILY CENTRED CARE – Individual and Team Award

This award recognizes a clinical or non-clinical individual and 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

1) Achievement:

How well did this nomination summarize the contribution made and provide examples of how it was meaningful and impactful to a culture of patient and family centred care? How has this individual or team shared their work?

10	9	8	7	6	5	4-3	2-1
Preferred			Very Good			Good	Fair
This individual or team exemplifies a meaningful and impactful contribution and actively spreads their work to help others provide, support and advance a culture of patient and family centred care.			This individual or team demonstrates a moderately meaningful and impactful contribution with moderate success of sharing their work while trying to support a culture of patient and family centred care.			This individual or team demonstrates an expected level of commitment to a culture of family centred care in their daily work with little or no significant commitment or action to share their work.	

2) Impact of Achievement:

How well does this nomination demonstrate the impact on quality and safety of health services? How well does this nomination provide an understanding of how patients and families, staff, and physicians have been impacted by this individual or team action(s)? How well has feedback been included?

10	9	8	7	6	5	4-3	2-1
Preferred			Very Good			Good	Fair
<p>This individual or team exemplifies a high degree of commitment/action to quality and safety of health services.</p> <p>The work of this individual or team has demonstrated a major impact on patient, family, staff and physicians experience. Feedback showed clear results of the impact of the individual or teams actions.</p>			<p>This individual or team demonstrates a moderate degree of commitment/action to quality and safety of health services.</p> <p>The work of this individual or team has demonstrated a moderate impact on patients, family, staff and physicians experience. Feedback was included but limited in regards to impact.</p>			<p>This individual or team demonstrates an expected level of commitment to quality and safety of health services.</p> <p>The work of this individual or team demonstrates a minimal impact on patient, family, staff and physicians experience. Feedback was minimal or not given.</p>	

3) Alignment with AHS Values: Compassion, Accountability, Respect, Excellence, Safety:

How well does this nomination exemplify the AHS Values? What specific values are described in this nomination?

10	9	8	7	6	5	4-3	2-1
Preferred			Very Good			Good	Fair
<p>This nomination exemplifies a high degree of alignment with the AHS Values describing linkages to the majority of behaviours within the five values.</p>			<p>This nomination demonstrates a moderate degree of alignment with the AHS Values describing linkages with some of the behaviours within the five values.</p>			<p>This nomination provides little to no evidence that there is alignment to the AHS values.</p>	

4) Sustainability:

How well does this nomination provide details on how this work will be sustained?

10	9	8	7	6	5	4-3	2-1
Preferred			Very Good			Good	Fair
The work of this individual or team includes a strong and comprehensive sustainability plan with specific and timed activities.			The work of this individual or team includes a sustainability plan with some specific and timed activities.			The work of this individual or team includes minimal mention of a sustainability plan or need for one.	