The inaugural AzHHA Quality Awards celebrates and recognizes Arizona’s leaders committed to advancing healthcare with exceptional quality performance, community engagement and a culture of continuous improvement. The outstanding achievements will be honored at the AzHHA Quality Awards Luncheon during the 2023 Arizona Hospital Leadership Conference on October 25, 2023.

Applications must be submitted by **12 p.m. on Monday, July 31, 2023**. Submit applications to careimprovement@azhha.org with the email subject line: 2023 Quality Awards Submission.

**CRITERIA**

To apply for the AzHHA Quality Awards applicants must:
1. Complete the Applicant Information Form [here](#).
2. Complete a storyboard (template to be provided upon submission of Applicant Information Form) that includes a summary of an improvement project, including:
   - Process of Identifying Need and Project Scope
   - Leadership and Planning
   - Process Improvement Methods
   - Results
   - Lessons Learned/Sustainability

**SUBMISSION GUIDELINES**

- Hospitals may submit as many applications per category as they wish.
- Each application submitted must:
  - Reflect on an improvement project within the past 12 months.
  - Follow the storyboard template format.
- Do not lock or protect the storyboard template. The document must remain in PowerPoint.
- Incomplete applications will not be accepted.
- AzHHA will send an email confirming receipt of the application.

**SELECTION PROCESS**

AzHHA staff will review all initial applications for completion. Incomplete applications will not be accepted. All completed applications will be scored first by the AzHHA Care Improvement Committee members that are not representing a hospital applying for an award.
Applications will be rated by the scale below in each of the following categories:

- Process of Identifying Need and Project Scope
- Leadership and Planning
- Process Improvement Methods
- Results
- Lessons Learned/Sustainability

<table>
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<tr>
<th></th>
<th>1 Poor</th>
<th>2 Average</th>
<th>3 Above Average</th>
<th>4 Excellent</th>
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<td></td>
<td>Application is missing majority of requirements. Project summaries are hard to follow.</td>
<td>Project summaries nearly meet or meet requirements.</td>
<td>Project summaries exceed expectations. Project demonstrates some evidence of best practice.</td>
<td>Best practice is evident throughout application.</td>
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Applications with the highest scores will move to the next step in the process.

Next, volunteers from other state hospital associations will score applications using the same scale above. Total scores will determine the top three winners for each award (one from each classification) and the Top Overall Excellence Award.

One winner from each of the following classifications will be selected for each award.

- Top Critical Access Hospital/Small Rural Hospital (≤ 100 beds)
- Top General Acute Care (101 + beds)
- Top Federal Hospital (VA, IHS)

**ELIGIBILITY**

Applications will be accepted from all AzHHA member hospitals and health systems.
STORYBOARD TEMPLATE DETAILS

Following the storyboard template, applicants will fill out the following information:

1. **Project Title**
   The title should be descriptive and one or two lines. *(Maximum 125 characters.)*

2. **Name of Hospital or Health System**

3. **Team Members**
   List the names of team members that worked on this project.

4. **Project Details**
   Describe your project by addressing each of the following categories. Be sure to answer each sub-question listed below.
   - Category 1: Process of Identifying Need and Project Scope
   - Category 2: Leadership and Planning
   - Category 3: Process Improvement Methods
   - Category 4: Results
   - Category 5: Lessons Learned/Sustainability

**Category 1: Process of Identifying Need and Project Scope**

a. Describe why you selected this project and what methods you used to identify the need.
b. How was this project prioritized against other potential competing needs?
c. Provide any applicable national benchmarks or standards to support the need.

**Category 2: Leadership and Planning**

a. Describe how this project is consistent with your strategic plan and how leadership guided and sustained performance expectations.

**Category 3: Process Improvement Methods**

a. Identify the quality improvement methodology and tools used during project planning, implementation and control.
   i. Example methods: Toyota production, Lean, Six Sigma, DMAIC, PDSA
   ii. Example tools: Pareto, fishbone, driver diagrams, process mapping, RCA, FMEA
b. What evidence-based best practices did you consider during project planning and implementation?
c. Discuss how you accounted for the cultural impact of your intervention(s).
d. Describe your change management strategy.
e. Explain your communication plan with the following groups, if applicable:
   i. Staff
   ii. Clinicians
 iii. Patients
 iv. Families
 v. Community Partners

**Category 4: Results**

a. Describe the results, including patient outcomes, process changes and service delivery.

b. Results may include any financial and market performance improvements, leadership or community improvements.

**Category 5: Lessons Learned and Sustainability**

a. Describe lessons learned and how you applied what was learned from this project to other areas in your facility.

b. Describe how other facilities could replicate what you did.

c. Describe your plans to sustain the success achieved.