

Excellence in Quality: Returning to Health & Wellness

Judging Criteria

Judges will score nominations based on the following framework.

1. Improving the Quality of Care

/ 15

The work of the nominated person or team has demonstrated leadership in quality improvement in one or more of the following dimensions of quality as defined by the [BC Health Quality Matrix](#).

- Respect – Honouring a person’s choices, needs and values.
 - Safety – Avoiding harm and fostering security.
 - Accessibility – Ease with which health and wellness services are reached.
 - Appropriateness – Care that is specific to a person’s or community’s context.
 - Effectiveness – Care that is known to achieve intended outcomes.
 - Equity – Fair distribution of services and benefits according to population need.
 - Efficiency – Optimal and sustainable use of resources to yield maximum value.
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2. Evidence of Improved Care

/ 10

There is clear qualitative and/or quantitative evidence that the nominated person or team improved the quality of care provided to patients, families, or communities.

Qualitative evidence provides descriptive information that showcases individual experiences related to the nominee’s work. Examples include comments, stories and anecdotes taken from open-ended survey results, focus group discussions, interviews, or letters from patients, family members and/or staff.

Quantitative evidence involves numerical data that provide evidence of the results of the nominee’s work. Examples of quantitative evidence could include cost savings, lower infection rates, reduced number of falls, shorter wait times, or numerical survey results, such as increased ratings of satisfaction with a service.

Depending on the nature of the nominee's work, you may find it most appropriate or feasible to focus on qualitative evidence over quantitative evidence, or vice versa. Both can be equally valuable in demonstrating the impact of the nominee's work!

3. Sustainability**/ 10**

The nominated person or team has planned for how the project's new ways of working and improved outcomes would become the norm.

There are strategies in place to ensure the project's improvements will continue.

4. Engagement**/ 10**

The nominated person or team meaningfully engaged those affected by the project, such as patients, families and/or caregivers, and health care professionals. There were strategies in place to incorporate different perspectives in the planning and implementation of the project.

5. Quality of Submission**/ 5**

The submission contains minimal spelling and grammatical errors, jargon and acronyms. The submission is presented coherently.

Total**/ 50**