NEW ZEALAND PRIVATE SURGICAL HOSPITALS ASSOCIATION INC

Patient Experience Award

The Patient Experience Award recognises an NZPSHA Member business that has achieved excellence in understanding and improving the patient journey and outcomes.

What are the judges looking for?

- ✓ **Initiatives** – Innovations taken (in the past 3 years) specifically to improve the patient experience
- ✓ **Implementation –** how were the initiatives conceived, and how was the patient voice incorporated into the design and delivery?
- ✓ **Impacts and outcomes** – Evidence of improved patient satisfaction, health outcomes, process improvements

Judging criteria

Your entry should include the following.

The Entry (up to 150 words)
A short summary about your organisation and why you should win this award.
NB. This information may be used by NZPSHA in promotional material.

Please concisely outline how you have demonstrated the criteria for this award, for each of the areas below. This information will be treated confidentially and will only be shared with the Judges.

Initiatives (up to 350 words) – 30 points
You should cover areas like:

- What was the issue or issues you wanted to address?
- What was the solution or solutions you chose?
- How do your actions demonstrate leadership in the health sector?

Implementation (up to 350 words) – 35 points

- Outline the details of your initiative(s) and how it was taken from conception to implementation
- What barriers did you have to overcome, what changes did you need to make?
- How did you integrate the patient voice into your planning?
- How did you get support from your staff?

Impacts and outcomes (up to 350 words) – 35 points

- How have patients benefited?
- What evidence to you have that the patient experience has been improved?
- Were any benefits achieved beyond what was expected?
- What changes have permanently been made in the way your business operates?

Compliance Statement

As part of the entry process, you will be asked to confirm that all the information provided in your application is true and verified where possible. This is a tick box in the entry form.

Awards registration and entry

There is a non-refundable entry fee of $80 per Award entry.

Please submit your entry by 5pm on Friday 26 June — late entries cannot be accepted.

Suggestions

- Please read the criteria for the Award carefully and attempt to directly answer the questions.
- Ensure you allow enough time to complete your entry so that it best represents your achievements.
- Prepare your entry in a Word document and use it as your master copy. Once finalised, fill out the online entry form and submit, along with any supporting information.
- Each question has a word count outlined in the criteria. We recommend you utilise the maximum word count to provide the Judges with as much information as possible.

Supporting material

While not mandatory, you are welcome to submit supporting material, as it provides valuable context for the judges and can strengthen your entry. Supporting material should be a single document in PDF format of no more than 10 pages and a max of 2MB. You may include a link to video content.

Terms and Conditions

The judging decisions are final, and no correspondence will be entered into.

NZPSHA may choose to conduct its own research from public sources on entries. This may result in additional information being provided for consideration as part of the judging process.

All entry information is held on a commercial-in-confidence basis. No entry information will be shared or distributed to third parties, except for the judging panel. However, non-commercial summary descriptions of finalists and winners will be included in publicity and event material. Winners will be encouraged to make themselves available for any media interest.

Questions?

If you have any questions about the awards, or the entry and submission process, please contact awards@nzpsha.org.nz.