



Judging Criteria: 2019 Excellence in Quality Awards

The Excellence in Quality awards are presented to initiatives in each of the four areas of care. Each award category follows the same criteria, but judges will look for elements that address the chosen area of care.

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1. Improving the Quality of Care

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

- Acceptability – care that is respectful to patient and family needs, preferences, and values.
- Appropriateness – care that is evidence-based and specific to individual clinical needs.
- Accessibility – ease with which health services are reached by the patient.
- Safety – avoiding patient harm resulting from care.
- Effectiveness – care that is known to achieve intended outcomes for the patient.
- Equity – health care benefits distributed fairly, according to population need.
- Efficiency – optimal use of resources to yield maximum benefits and results.

2. Evidence of Improved Care

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There is clear evidence (tracking results over time) that the nominee improved the quality of care provided to patients. Evidence can be quantitative or qualitative.

Quantitative examples: cost savings, lower infection rates, reduced number of falls/accidents.

Qualitative examples: patient satisfaction survey results, letters from patients/family members/staff.

3. Sustainability

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The nominee planned for how the project's new ways of working and improved outcomes would become the norm.

Strategies are in place to ensure the project's continued sustainability.

4. Engagement

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The nominee meaningfully engaged those affected by the project, such as patients, families and/or caregivers, and health care professionals.

5. Quality of Submission

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

Total

/100