2019 Performance Excellence Award

Description
To demonstrate WPHCA’s commitment to supporting Community Health Center (CHC) team-based performance improvement activities, WPHCA is soliciting nominations for the fifth annual Performance Excellence Award, which is conferred annually at WPHCA’s Fall Learning Session. The Performance Excellence Award recognizes and celebrates CHC performance improvement teams and the efforts those teams have made over the past year to improve the health of patients, improve patient experience with their care and/or improve the cost effectiveness of care. Nominees will be able to describe the role that team members had in achieving outcomes through planned change processes. Additionally, WPHCA recognizes that Health Center engagement and participation in WPHCA Peer Learning Networks, training, data submission, and technical assistance activities are critical to the sustainability and viability of WPHCA and our CHCs. The selected team will have demonstrated collegiality in sharing their experiences with colleagues and peers through the state and/or nation.

Nomination Process
WPHCA will accept nominations for the Performance Excellence Award from anyone familiar with the work of the Health Center improvement team (eg. CEO, performance improvement team member, partners, or other CHC staff) from now through August 1, 2019. Awards will be announced at the evening reception scheduled as part of the 2019 Fall Learning Session, September 11-12, 2019 at the Hotel Marshfield, Marshfield.

1. Nomination Form: Please complete the attached form and include it in the nominee’s application packet.
2. Nomination Letter: On a separate sheet, draft a detailed description of why you think the nominated performance improvement team should receive WPHCA’s Performance Excellence Award. Your description should include:
   - Description of the team’s name, list of contributing team members and their roles, accomplishments and efforts taken to improve patients’ health, patients’ experiences with their care, and/or improve the cost effectiveness of their care.
   - Data or other demonstrations of improvement is encouraged and will strengthen the nomination.
   - Description of how members of the team have engaged and participated in WPHCA Peer Learning Networks, Fall Learning Session, or other training, technical assistance activities at the state or national level. If the nominator is not familiar with the teams’ participation in WPHCA activities, describe how the team has spread their learnings in other settings.
3. Additional documents/information: Any additional information about the nominated team that may help explain the nominee’s accomplishments may also be submitted, however this is not required.
Submit your nomination packet by August 1, 2019 to WPHCA, Attention Lindsey Hess lhess@wphca.org. Your nomination packet should include:

- Completed nomination form
- Typed nomination letter
- Any additional material you wish to submit

Criteria

WPHCA is looking for inter-professional teams that are committed to a culture of excellence. All nominees must meet the following general criteria:

- Nominated team represents an inter-professional performance improvement team that has been working together as a team and demonstrates or is working toward a culture of excellence.
- To encourage leadership development within CHCs, teams led by staff other than CEO/Executive level will be preferred. Senior leadership may be represented on the performance improvement team, however primary work efforts and coordination should be led by other staff.
- The nominated team has undertaken or guided a specific performance improvement topic at their Health Center or at the statewide level within WPHCA’s membership to further the work of achieving the quadruple aim: improve the health of patients, improve patient experience with their care and/or improve the cost effectiveness of care, and improve provider & staff experience.
- The team has utilized planned improvement processes and tools (PDSA, A3, data that may include Core Metrics and/or DRVS reports, etc.) that have demonstrated changes in outcomes.
- The nominee recognizes and demonstrates the “community” aspect of community health center through engagement and collaboration within their local and statewide Health Center community by sharing and spreading their improvement learnings.

Award:

The selected team will be presented with a Performance Excellence Award for their Health Center, and the Health Center’s name will be added to WPHCA’s statewide Performance Excellence Award. In addition to receiving an award, the team will be given three complimentary Fall Learning Session registrations for team members to attend the 2020 Fall Learning Session.

Health Centers nominating a team for the Performance Excellence Award are encouraged to send a team of representative(s) to the Fall Learning Session. All nominated teams will be recognized during the Fall Learning Session evening reception.

Selection Process:

WPHCA staff will facilitate an objective selection process administered by 2-3 out-of-state Primary Care Association or CHC staff who will be recruited to serve as an objective review team.
Wisconsin Primary Health Care Association

2019 Performance Excellence Award
Nomination Form

Nominated Team Name

Nominated Team’s Community Health Center

Nominated by
Relationship with the nominated team

Phone
Email

Nominators must submit answers to all questions for a nominee to be considered for the WPHCA Performance Excellence Award. Use the space below and add additional pages as necessary. Portions of this description may be used when presenting this award.

Describe the inter-professional team, the team members, their roles, responsibilities and how they contributed to the performance improvement efforts described in the nomination letter.

How does the nominee meet the criteria for WPHCA’s Performance Excellence Award?

Tell a story about a situation that demonstrates how the team inspires a culture of excellence within their Health Center.