

# HCPNZ

EXCELLENCE IN CARE

AWARDS  
2019

INFORMATION FOR ENTRANTS  
ENTRY GUIDELINES



HealthCare Providers  
New Zealand

NEW ZEALAND

**IN**site

# The purpose

The goals of HealthCare Providers NZ are to promote choice in health care for all New Zealanders and to ensure that our members continue to provide excellence in care at all levels.

Aged residential care providers in New Zealand deliver services to over 33,000 elderly New Zealanders and their families every year. Often, examples of excellence in this core health service are overlooked or go largely unrecognised outside the immediate community.

In 2007, HealthCare Providers NZ created awards for Excellence in Aged Residential Care. These prestigious awards recognised the continuous pursuit of excellence by aged residential care facilities and their staff. We were delighted with the number of high quality entries we received and they have continued each year since then.

The awards are open to all financial members of HCPNZ. Facilities can be either self or peer nominated. Judging will be carried out by an independent panel, and winners will be showcased at the HCPNZ National Conference in Christchurch in 2009.

Further details regarding the application form and entry guidelines will be available on the website [www.healthcareproviders.org.nz](http://www.healthcareproviders.org.nz)

An essential part of the awards is recognition of the fact that the aged care sector has been operating under considerable financial strain for many years, yet, continues to provide excellent care. These awards will recognise those facilities that have made innovations in order to continuously improve services to residents. These changes may be on a very small, or very large scale. Ultimately the success of all applications will be judged on the improved outcomes for residents and their families.

We look forward to receiving more entries this year

## Award Partner - INsite magazine

INsite magazine recognises the importance of quality staff within the aged care industry and is proud to be part of these awards. For the latest views, coverage of industry events, health and clinical matters, professional development and training see [www.insitenewspaper.co.nz](http://www.insitenewspaper.co.nz)

# Award Categories

## **Telecom Community Connections Award**

This award will recognise exceptional effort in catering for residents needs and preferences by creating an environment which promotes inclusion and choice for older New Zealanders. This may include the creation of a feeling of community within a facility, or the outreach of a facility to the surrounding community, to connect residents with their families and friends.

## **Health Ed Trust Training and Staff Development Award**

This award recognises exceptional training and staff development by organisations (either facilities, or groups) within the aged care sector. This may include efforts to integrate staff training and development to continue to lift the standard of client focused quality care; creative and innovative staff training and development, which can provide an example to other aged care organisations.

## **Quality Health NZ Innovative Delivery Award**

This award recognises exceptional effort by organisations and facilities to enhance the excellence of the care they deliver to residents. This may be through innovation, creativity or re-design of the delivery of services in order to provide a true continuum of care options for elderly residents.

## **Jackson Enterprises Ltd Built and Grown Environment Award**

This award will recognise exceptional design, construction or changes to a facility to create a positive environment for residents and staff. This may include innovative or create garden and landscape design, construction of facility physical buildings or changes to the interior to achieve superior results for elderly residents.

## **INsite Overall Excellence in Aged Care Award**

This award will be awarded by the Judges to a facility which has demonstrated an outstanding commitment to achieving excellence in aged care across all four categories.

# Finalists

There will be a shortlist of finalists for each category. Finalists will be notified two weeks prior of the awards ceremony and the nominated contact person (or other representative chosen by the applicant) will be asked to give a short presentation on their entry at the HCPNZ Conference.

A plenary session has been allocated for the presentations during the HCPNZ Conference on Tuesday 8th September 2009. HCPNZ will produce a profile for all finalist in the 2009 Awards, which will be available at this session.

Each finalist will be given a maximum of five minutes to give a brief outline of their entry. This may include a powerpoint presentation if applicants wish. HCPNZ National Office will liaise with the nominated contact person for each finalist closer to the time regarding visual aids for the presentation.

The winners of all categories will be announced at the HCPNZ Conference Dinner and Awards Ceremony on the evening of Tuesday 8th September 2009.

## Awards Ceremony

All finalists and other entrants are invited to celebrate the success of the industry as a whole during the HCPNZ Conference Dinner and Awards Ceremony on the evening of Tuesday 8th September 2009.

Tickets to the Awards Ceremony may either be purchased as part of a full conference registration, or separately. Tickets and pricing information are available from HCPNZ National Office ([robyn@hcpnz.org.nz](mailto:robyn@hcpnz.org.nz)).

Winners of each category, highly commended and the overall winner will be announced during the dinner. Trophies and prizes will be awarded on the night.

# Prizes

The prize structure is as follows:

## **Overall Winner**

### **INsite Overall Excellence in Care Award**

Excellence in Care Award Trophy

Trip for two to the Australian Aged Care Conference in Melbourne, November 2009 (Value of \$5000)

## **Category Winners**

### **Telecom Community Connections Award**

Trophy plus PRIZE

### **Health Ed Trust Training and Staff Development Award**

Trophy plus PRIZE

### **Quality Health NZ Innovation Delivery Award**

Trophy plus PRIZE

### **Jackson Enterprises Ltd Built and Grown Environment Award**

Trophy plus PRIZE

## **Highly Commended Awards**

The 'Highly Commended' Awards are not specific to a category and are designed to recognise and encourage effort.

The prize structure may change and is dependent on the number of entries in each category. Adjustments will be made as appropriate following the closing date of applications.

# Community Connections Award

This award recognises exceptional effort to cater for residents needs and preferences by creating an environment which promotes inclusion and choice for older New Zealanders. This may include the creation of a feeling of community within a facility, or the outreach of a facility to the surrounding community, to connect residents with their families and friends.

---

**Your entry should:**

- Outline the programme(s) and its objectives
- Describe how your organisation identified, designed and implemented your programme(s)
- Describe the outcomes of the programme(s), and feedback from staff, residents and family (where appropriate)

---

**1. Entries should demonstrate the involvement of families, community group(s) and organisation(s) in a range of settings**

*Possible questions to consider when making your entry:*

- What does your facility do to engage the families and wider community groups, and how does this benefit your residents?
- Would your programme(s) be replicable in other organisations/facilities? What benefits could it offer them?

---

**2. Entries should demonstrate attempts to provide services to/for residents in a manner which is integrated with the provision of other services within the community**

*Possible questions to consider when making your entry:*

- Can you give examples of the sorts of activities or programmes you have implemented which have resulted in better co-ordination with other services in your area?
- How have you worked with other service providers and/or organisations in order to create better service(s) for your residents?
- What has been the feedback from residents, families and the community?

---

**3. Entries should demonstrate attempts to meet particular cultural, ethnic or other needs of residents**

*Possible questions to consider when making your entry:*

- What evidence or feedback do you have to support how your facility has demonstrated an understanding of the needs of residents?
- Can you explain or demonstrate immediate and ongoing benefits in terms of quality of life for residents?

# Training and Staff Development

This award recognises exceptional training and staff development by organisations (either facilities or groups) within the aged care sector. This may include efforts to integrate staff training and development to continue to lift the standard of client focused quality care; creative and innovative staff training and development, which can provide an example to other aged care organisations.

**Your entry should:**

- Outline the programme(s) and its objectives
- Describe how your organisation identified, designed and implemented your training programme(s)
- Describe the outcomes of the training and feedback from staff, residents and family (where appropriate)

**1. Entries should demonstrate creative and innovative approaches to staff training and development, which could provide an example to other aged care organisations**

*Possible questions to consider when making your entry:*

- Can you demonstrate how the training and staff development programme(s) are creative and innovative? For example, outline any specific or notable features in programme design, cost, content, access, evaluation etc.
- How does your programme(s) provide examples of innovation which could be of possible benefit to other aged care facilities?

**2. Entries should demonstrate successful practices that encourage, foster and enable participation and involvement of staff in training and development programmes**

*Possible questions to consider when making your entry:*

- Can you give examples of the sorts of practices which have been implemented and have resulted in encouraging staff to participate and succeed in training and development?
- What consultation did you undertake with staff during this programme(s)? What has been their feedback?
- How have you ensured that these successful practices will become embedded in management and staffing policy and culture?

**3. Entries should demonstrate methods of staff training and development which aim to create a workplace culture of ongoing professional development in order to provide excellent care**

*Possible questions to consider when making your entry:*

- What evidence or feedback do you have to support how your entry has made a positive impact in the workplace?
- Can you explain or demonstrate immediate and ongoing benefits resulting from the training in terms of quality of care for residents?

# Innovative Delivery Award

This award recognises exceptional effort by organisations and facilities to enhance the excellence of the care they deliver to residents. This may be through innovation, creativity or re-design of the delivery of services in order to provide a true continuum of care options for elderly residents. This award is in relation to both care and business improvements.

---

**Your entry should:**

- Outline the innovation(s) and its objectives
- Describe how your organisation identified, designed and implemented your innovation(s)
- Describe the outcomes of the innovation(s), and feedback from staff, residents and family (where appropriate)

---

**1. Entries should demonstrate how innovative and/or creative approaches to service and/or business practice have been developed and implemented**

*Possible questions to consider when making your entry:*

- What was innovative and/or creative about your service or business practice?
- Why do you believe this service/business practice was innovative or creative?
- What were your objective(s) when designing the innovation(s)?
- What were the major steps taken to implement these innovation(s), and what were their effects?

---

**2. Entries should demonstrate how innovative and/or creative practices have resulted in improved quality of life and wellbeing for residents, families, and/or staff**

*Possible questions to consider when making your entry:*

- How has this been beneficial to your residents, families and staff?
- What (if any) has been the feedback from residents, staff, and families?
- What do you believe were the most positive outcomes from your innovation(s)?

# Built and Grown Environment Award

**This award will recognise exceptional design, construction or changes to a facility to create a positive environment for residents and staff. This may include innovative or creative garden and landscape design, construction of facility physical buildings or changes to the interior of your facility to achieve superior results for elderly residents.**

---

**Your entry should:**

- Outline the change(s) to your facility environment, and their objectives
  - Describe how your organisation identified, designed and implemented change(s) to your facility environment
  - Describe the outcomes of the change(s), and feedback from staff, residents and families (where appropriate)
- 

**1. Entries should demonstrate innovative or exceptional design, construction or change(s) to a facility**

*Possible questions to consider when making your entry:*

- What was exceptional, innovative and/or creative about the design, construction or changes you made at your facility?
  - Why do you think the design, construction or changes you made to your facility are different and make a difference?
  - What objective(s) did your facility have in mind with this design, construction or change(s)?
- 

**2. Entries should demonstrate how design, construction or change(s) to the facility have contributed to creating a positive environment for residents and staff**

*Possible questions to consider when making your entry:*

- What (if any) has been the feedback from residents, staff, and families?
- What difference do you believe your design, construction or changes to your facility have made to your facility/organisation overall?
- Do you think your facility has achieved the outcome(s) it sought to achieve through these change(s)?

# How to Enter

Entries should be submitted on the forms provided by HCPNZ, which can be downloaded from the HCPNZ website (and photocopied or printed). The form can also be obtained by emailing [alyson@hcpnz.org.nz](mailto:alyson@hcpnz.org.nz).

## Content

A set of assessment criteria have been developed, and are included with the Awards Information (previous pages) to assist you in making your entry. These criteria will assist the judges in assessing applications and determining a winner. To be considered, you must:

- Submit the completed Entry Form (and include names and contact details for nominee and nominator)
- Submit a completed Entry Detail form, which clearly describes the entry and answers all three entry boxes in relation to the assessment criteria
- Be a current financial HCPNZ member

Please ensure that any evidence provided in support of nominations is relevant and clearly linked to the assessment criteria.

You may, in addition to your written entry, provide extra material, such as pictures, CDs or video material which illustrate your entry or demonstrate how your entry meets the assessment criteria.

## Format

Entries **MUST** be submitted in the format of the forms provided by HCPNZ. These forms may be filled out in handwriting, or downloaded and filled out on computer. However, entries not submitted on these forms will not be considered.

Any extra or supporting material may either be supplied in hard copy (i.e. photographs), or on CD in a file easily accessible by HCPNZ National Office.

Please note that all material sent in support of your entry will become the property of HCPNZ and may be used by HCPNZ for the purpose of preparing cases studies, which may in turn be used by HCPNZ at any time for the purposes of publicity. By submitting your entry you consent to releasing this material to HCPNZ.

Any document and/or supporting material will not be returned. However, HCPNZ will provide appropriate safeguards for the storage, use and disclosure of this information in regard to the Privacy Act. You can request your information or material at any time from HCPNZ.

## Further Assistance

If you require any further information, or have questions relating to the entry forms or categories, please do not hesitate to contact Alyson Le Roy, Policy Advisor on

Phone: 04 473 3159 Email: [alyson@hcpnz.org.nz](mailto:alyson@hcpnz.org.nz)

## Lodging Applications

Completed nominations are to be received by HCPNZ National Office by 5pm, Friday 31st July 2009. Any application received after this time will not be considered.

Nominations should be in a sealed envelope, together with any supporting documentation, and marked and delivered as follows:

### Postal Delivery:

HCPNZ Excellence in Care Awards 2007  
C/- HealthCare Providers NZ  
PO Box 12481  
Wellington 6144  
or

### Hand Delivery:

HCPNZ Excellence in Care Awards 2007  
c/- HealthCare Providers NZ  
Molesworth House  
Level 6, 101-103 Molesworth Street  
Thorndon  
Wellington

Please Note

- Faxed and/or emailed applications WILL NOT be accepted
- Late entries WILL NOT be accepted

## Evaluation and Judging

Applications will be evaluated against the assessment criteria by the HCPNZ Award Judging Panel(s) to identify potential finalists. The Panel(s) may seek further information, or wish to interview/site visit a person, facility or organisation before deciding finalists and/or winners.

## Eligibility

All facilities who wish to enter these awards MUST BE

- Certified to operate in New Zealand
- Be meeting their obligations under the Aged Related Residential Care Contract
- Meet all compliance requirements regarding certification and accreditation
- Be a current financial member of HealthCare Providers NZ

## Overall Guidelines

- Ensure that you have a good understanding of all the required information before starting your entry
- Please try and keep your entry as concise as possible
- Ensure that your entry is sent on the correct forms provided by HCPNZ
- Ensure your material demonstrates how your entry meets the criteria for the category you have entered

# Commonly Asked Questions

## **I think my facility is doing something which deserves recognition, should I enter?**

Absolutely. We encourage all facilities who are providing excellent care to their residents to take these awards as an opportunity to showcase themselves. We believe that there are many facilities who provide outstanding aged care to thousands of New Zealanders every day. There is not often an opportunity for facilities to demonstrate this publicly. These awards aim to change this.

## **Do we have to have spent a lot of money or have done something on a large scale to qualify?**

Definitely not. On the contrary, some of the best innovation may be using existing resources to improve current service or taking small steps which have had a big impact. We are interested in all examples, no matter how big or small, of providers being innovative in providing excellent care.

## **How do I know what category to enter?**

Assessment criteria for each category is included in the award information. These contain questions to think about when making your application for a certain category. If you think that your facility has been doing things which apply to more than one category, you can make separate applications for all of the categories if you wish.

## **Can I enter more than one category?**

Yes. A facility may enter into all of the categories if it wishes or it may enter into a single category more than once if it has different material for each entry. Each entry will require a different entry form.

## **Do I need to submit a separate application for the Overall Award?**

No. All entries will be eligible of the overall award and prize.

## **How do I enter?**

You will need to download an entry form from the HCPNZ website. As well as filling out the entry form on behalf of your facility, you will need to gain nomination from a staff member, a community member, or a resident or their family, to support your application. Applications must be received in HCPNZ National Office by no later than 5pm Friday 31st July 2009 to be considered. Please note that your facility must be registered as a current financial member of HCPNZ to be eligible.

## **What kind of material will I need to supply?**

As part of your entry you will be required to describe what your facility is doing to provide excellent care and give as much detail as possible. We are asking facilities to submit their entry in writing. If facilities would like to send supporting material such as a CD or pictures, this can be included with your entry.

# Commonly Asked Questions

**Who will be judging the awards?**

A panel of independent industry experts will carry out the judging. The judges base their decision on the materials supplied by facilities in their entries. We will post the names of the judging panel on the HCPNZ website once they have confirmed their participation.

**How will winners be notified?**

There will be a shortlist of finalists for each category. Finalists will be notified two weeks prior to the awards ceremony and will be asked to give a short presentation on their entry at the HCPNZ Conference. The winners of all categories will be announced at the HCPNZ Conference Dinner and Awards Ceremony on Tuesday 8th September 2009.

**Where can I get more information?**

Entry forms, detailed information on the award categories and further information is available on the HCPNZ website, [www.healthcareproviders.org.nz](http://www.healthcareproviders.org.nz) If you have further questions regarding the awards, please contact Alyson Le Roy, email: [alyson@hcpnz.org.nz](mailto:alyson@hcpnz.org.nz)

# Excellence in Care Awards 2009 › Entry Form

Reference ID (Office Only)

## 1. AWARD CATEGORY

Please tick/cross the category for which you are entering

*Note: Only ONE category may be entered on each entry form, but facilities may submit more than one entry form to enter into different categories*

- (A) Community Connections
- (B) Training and Staff Development
- (C) Innovative Delivery
- (D) Built and Grown Environment

## 2. NOMINATION INFORMATION

Name of Nominated Facility, Organisation or Person

---

---

Business Address of the Nominee

---

---

Phone

Email

---

---

## 3. DETAILS OF THE PERSON NOMINATING

Name of the person **nominating** this person/facility or organisation for this award

---

---

Address of the person nominating this person, facility or organisation for this award

---

---

Phone

Email

---

---





