

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. 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)?