



Team Awards: Judging Criteria

2024 Team CORE Awards

Please familiarise yourself with the 'general judging criteria' on [page 2](#) before submitting a nomination. All submissions, irrespective of the Team Award Category allocated to the submission, will be assessed using this criteria.

The general judging criteria correlates to the five questions below, which must be answered when completing the online submission form. Please note that any part of a submission that exceeds the specified word counts will not be judged throughout this process.

- 1. Abstract (max. 200 words)**
Provide a brief outline of the project/program and how it relates to the Award category
- 2. Innovation and Originality (max. 300 words)**
Explain how the team has demonstrated an original or innovative approach to an existing issue.
- 3. Sustainable and Scalable (max. 300 words)**
 - a) Describe the systemic changes that have been embedded within SESLHD and how they are sustainable over time
 - b) Demonstrate the extent to which the project/program can be scaled, replicated and/or successfully transferred to other health settings
- 4. Better Patient or Community Outcomes (max. 300 words)**
Provide evidence and specific examples of improved outcomes for patients and community groups
- 5. Productivity and efficiency (max. 300 words)**
Show how the project/program has improved efficiency and productivity

The general judging criteria will be used to assess the quality of each submission, the strength of the evidence supporting the submission, and the extent to which the team, project or program has made a positive impact. Additionally, submissions will be evaluated to ensure that the nominated team, project or program meets the objectives of the selected Team Award category, as listed on [pages 3-8](#).

It is the responsibility of nominator to submit projects into the most appropriate award category and provide relevant evidence to support the nomination, which is an explicit factor in judging.

The general judging criteria and Team Award category descriptions will be used to:

- Review each nomination at the Facility- or Directorate-level when selecting a local finalist that will progress through to the District Executive judging panels
- Select an overall winner for each Team Award category during the District Executive judging panels

All nominations **must** be submitted via [this online form](#).

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General Judging Criteria

CRITERIA	DESCRIPTION	POINTS
Abstract	Provide a brief outline of the project/program and how it relates to the Award category	N/A
Innovation and originality	<p>Explain the extent to which the project/program demonstrates an original or innovative approach (new or known) to an existing issue. If the project/program is using a known innovation, explain the extent to which it has been implemented differently and/or innovatively.</p> <p>The project should show resourcefulness and creativity, and may include innovations such as workforce models or use of enabling technologies with support for a sustainable service model.</p>	25
Sustainable and scalable	<p>Provide evidence showing the project/program has resulted in systemic changes that are embedded within the organisation and are sustainable over time, including financial sustainability. Identify the extent to which the project/program is scalable, able to be replicated and has been (or has potential to be) successfully transferred to other health services/settings, including metrics, examples, research/evaluation programs or publications.</p> <p>Nominations must include data and/or evidence to support potential outcomes and return on investment if/when the project is to be scaled.</p>	25
Better Patient or community outcomes	<p>Provide evidence (including metrics, examples, research/evaluation programs or publications) showing how the project/program has improved experience and outcomes for patients. These may be either direct or flow-on effects depending on the nature of the project. For example, reduced length of stay or reduced morbidity. This can also focus on better outcomes in the community, including social and emotional wellbeing.</p> <p>Note: NSW Health encourages projects that address differential outcomes for Aboriginal people and can demonstrate positive outcomes that are either direct or flow-on based on the nature of the project. Ability to demonstrate how there are clear steps to ensure equity of access and reduction in the burden of disease for Aboriginal people.</p>	25
Productivity and value for money	Show how the project/program demonstrates an improvement in productivity, efficiency and value for money. Include any metrics, examples, research/evaluation programs or publications.	25
TOTAL		100

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Team Award Categories

CATEGORY	DESCRIPTION
Excellence in Aboriginal Healthcare	<p>This award recognises exceptional healthcare delivery through partnerships across NSW Health and external agencies. Submissions must demonstrate a strong partnership with Aboriginal people and their communities in the evidence-building, design, implementation and evaluation of the project or initiative.</p> <p>This may include:</p> <ul style="list-style-type: none"> Valuing and fostering respect for the expertise and knowledge of Aboriginal and Torres Strait Islander Community Controlled Health Services (ACCHSs) and their staff. Strong consultation, strategic collaboration and/or partnership with Aboriginal People, and sharing of resources. Responding to the local Aboriginal community's health needs, as identified by SESLHDs Aboriginal Health Unit. Capacity building and utilisation of relevant Partnership Agreements or the Burudi Muru Yagu Action Plan.
Excellence in Diversity and Inclusion	<p>We deliver greater benefits for the people of NSW when our workforce is as diverse as the people we serve. We want all staff to feel safe, valued, respected and engaged every day.</p> <p>This award acknowledges projects, programs or initiatives that strive to create workplaces where everyone's diverse talents, experiences and skills can drive innovation and collaboration to deliver the best possible outcomes for our patients and communities.</p> <p>This category includes programs, initiatives, innovations, or improvements that:</p> <ul style="list-style-type: none"> Build the foundations and structures for a diverse and inclusive workforce. Demonstrate thriving healthy workplaces where a strong sense of belonging is at the centre of employee wellbeing. Demonstrate outstanding leadership in developing future leaders.

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CATEGORY	DESCRIPTION
Excellence in Environmental Sustainability	<p>This award recognises work that has demonstrated outstanding achievements in promoting and implementing environmentally sustainable practices within SESLHD. Projects or initiatives should display evidence of a reduction in the consumption of resources, reduced environmental impact in the way that services are provided, and strong leadership to embed environmentally sustainable improvements.</p> <p>This category includes programs, initiatives, innovations that:</p> <ul style="list-style-type: none"> • Create sustainable models of care through decarbonised high-value care, and/or culling low-value or harmful care. • Reduce waste by targeting a reduction in procurement, encouraging re-use opportunities, or improving diversion of waste from landfill. • Deliver integration and efficiency across infrastructure, utilities and transport that support the NSW government Net Zero objectives. • Create communities where people love to work and patients are able to access spaces that promote a healthy lifestyle, improve air quality and urban biodiversity.
Excellence in Health Innovation	<p>This award recognises demonstrated excellence in health innovation by a team to secure better outcomes for our patients and the communities we serve. This may include harnessing the power of digital innovation, new models of care and/or data to make health services more accessible, affordable, equitable, efficient and effective.</p> <p>Projects in this category demonstrate excellence in health innovation by:</p> <ul style="list-style-type: none"> • Delivering new models of healthcare, including new secure, seamless and accessible technologies that enable virtual care or other digitally-enabled models • Enabling and enhancing the use of precision medicine in mainstream clinical care • Using digitally-enabled technologies and data analytics as predictive tools to target and shape service delivery, identify patients at high risk of deterioration, or for early warning of developing conditions • Promoting innovation and co-design to further streamline and integrate a patient’s journey • Delivering infrastructure and service planning that responds to the changing demand in digitally-enabled care settings • Enabling patient access to personalised information that drives improved self-management and health literacy to make informed care choices, and provide support through clinical remote monitoring • Developing purpose-built IT, financial or workforce systems or platforms that support staff to do their job or deliver healthcare to patients.

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CATEGORY	DESCRIPTION
<p>Excellence in Health Research</p>	<p>Research is critical to improving the experience and outcomes of care for patients. Research creates exciting new opportunities for prevention, diagnosis and treatment and builds our evidence base for best practice health care delivery. Collaboration among researchers, policy makers, service users, health managers and clinicians can lead to findings that are more likely to be innovative and positively inform health decisions.</p> <p>This award recognises the four categories of research listed below as defined by the National Health and Medical Research Council (NHMRC). The NHMRC definitions can be accessed via this link.</p> <ul style="list-style-type: none"> • Basic Science Research. • Clinical Medicine and Science Research • Health Services Research • Public Health Research <p>Quality assurance projects and systematic reviews without an associated empirical data gathering component are not eligible for this category.</p> <p>Nominations must demonstrate outstanding achievements in one or more of the following:</p> <ul style="list-style-type: none"> • Using both existing and emerging research evidence to ensure the delivery of safe and dependable care. • Understanding how research translates into achieving better outcomes that are important to our patients and the community. • Helping clinicians and health decision-makers effectively find and use research. • Creating research partnerships or collaborations involving clinicians, patients, research organisations, precincts, networks, local health districts, key agencies, specialty networks, health organisations, universities and industry. These collaborations should have resulted in exceptional instances of research that influenced policy or practice. • Recognition by decision-makers of the impact of research on their policies or practices. • Leveraging eHealth, health information, and data analytics to support and utilise health and medical research.

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CATEGORY	DESCRIPTION
Excellence in Multicultural Healthcare	<p>This award recognises exceptional healthcare delivery for people from multicultural backgrounds through strong partnerships and collaboration across the health system, multicultural communities and external agencies. Teams must have an ongoing commitment to the delivery of safe, high-quality, culturally responsive and accessible health services.</p> <p>This award recognises projects, programs or initiatives that demonstrate:</p> <ul style="list-style-type: none"> • Capacity building of health staff, services and systems to ensure best practice, excellence and innovation in the delivery of culturally responsive healthcare and preventative health programs • Engagement with local multicultural consumers and communities when designing, delivering and evaluating initiatives to meet their health needs • Data driven quality improvement programs and/or targeted models of care to address health inequities experienced by people from multicultural and refugee backgrounds
Excellence in Preventative Healthcare	<p>This award recognises innovative preventative healthcare projects or programs that support our community to improve their health and reduce health inequalities, and ultimately prevent ill health.</p> <p>Projects or programs should:</p> <ul style="list-style-type: none"> • Show a reduction in negative health outcomes through improvements in environmental health, increased access to educational information, preventative health programs, and/or targeting public health priorities (e.g. tobacco, drugs and alcohol use, physical activity and attaining healthy weight, infectious disease, oral health, diabetes prevention, and addressing harmful risk factors). • Collaborate across health disciplines and with partner organisations to identify at-risk groups (e.g. children, youth, older people, workers, and disadvantaged groups), address the social determinants of health, and/or work towards closing the gap in health outcomes for at-risk groups. • Demonstrate evidence of preventing, responding to and recovering from the pandemic or other threats to population health.

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CATEGORY	DESCRIPTION
Excellence in the Provision of Mental Health Services	<p>Reducing the growing incidence of Mental Health conditions and illnesses amongst Australians is a priority area for SESLHD and the NSW Government. This award recognises and showcases innovations that improve the quality and safety of mental health patient care.</p> <p>Programs, services or initiatives should display:</p> <ul style="list-style-type: none"> • Best practice, excellence, and innovation in mental health service delivery and consumer-focused services • Positive mental health and wellbeing outcomes through consumer and carer participation in health care, improved prevention and early intervention • Community-based care to improve the balance between care provided in hospitals and the community.
Patient Safety First	<p>Providing world-class clinical care where patient safety comes first, is a key priority for NSW Health and SESLHD. This award acknowledges projects that demonstrate leadership in putting patient safety first, every day.</p> <p>Projects within this category will demonstrate a commitment to patient safety by:</p> <ul style="list-style-type: none"> • Leading quality improvement using innovative approaches to address an identified issue related to patient care • Demonstrating leadership or role modelling behaviour that puts patient safety first to deliver safe, high-quality care • Engaging patients when designing, embedding and monitoring the efficacy of quality improvement initiatives.
People and Culture	<p>This award recognises teams that develop and support our people and culture, and ensure a safe and healthy environment for patients and staff.</p> <p>Initiatives within this category support the health workforce by:</p> <ul style="list-style-type: none"> • Growing, supporting and developing a skilled workforce by hiring and developing the right people, with the right skills, at the right time • Creating efficient systems that support the adoption of workplace health and safety practices, and that facilitate long-term behavioural change to improve staff wellbeing and /or safety culture • Empowering staff to become effective leaders, decision-makers and instigate change by fostering psychological safety in the workplace • Building positive work environments that bring out the best in everyone, which may include wellbeing programs and initiatives.

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CATEGORY	DESCRIPTION
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Team of the Year	<p>This award honours an exceptional team, which consistently demonstrates dedication to delivering and/or supporting our healthcare services, displays a commitment to continuous improvement and a positive organisational culture, and consistently models our CORE values.</p> <p>The nominated team should display the following attributes:</p> <ul style="list-style-type: none"> • An exemplary collaborative work ethic, including a strong commitment to their responsibilities, maintaining a high level of productivity, and demonstrating a diligent and reliable approach to their work • Commitment to innovation by showcasing creativity, thinking “outside the box”, and proposing novel ideas or solutions that contribute to process improvements, cost savings, or the overall advancement of our healthcare services • Demonstrate leadership by providing guidance to colleagues, inspiring others through a commitment to the CORE values, and fostering a positive work environment and organisational culture • Show evidence of a positive impact on our staff and/or organisation. This may include meeting and exceeding KPIs, implementing new or innovative initiatives, improving efficiency, receiving consistent positive feedback from patients/consumers, or having a measurable impact on the wellbeing of our staff. <p>Finalists for this category can only be selected from winners of a local Team of the Month award. As such, nominations cannot be submitted through the CORE Awards online nomination form for this category.</p>
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Transforming Patient Experience	<p>This award recognises that patients are partners in their health care. It acknowledges projects and programs with meaningful and active collaboration between the patient/consumer, families, carers and healthcare team to improve health outcomes.</p> <p>Entries should demonstrate innovation in:</p> <ul style="list-style-type: none"> • Empowering patients/consumers to take control of their health and supporting patients in managing their own health conditions • Shared planning, decision making, and care-delivery between patients, consumers, families and carers, as well as ongoing strategic planning and governance processes • Enhancing access to patient-centred care for people living with chronic illness.
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