

Africa People Care 1st Awards 2013

Honoring the Best Practices of African Hospitals
Deadline of entries: Thursday, 30 April 2013

FACT SHEET

I. Background

The Africa Medic Executives Conference – Africa People Care 1st Awards recognizes and honors hospitals in Africa that implement best hospital practices. Awards are given to hospitals in the Country that, in the opinion of the judges and advisers, have implemented or enhanced outstanding and innovative projects, programs, and best practices during the prescribed time period.

II. Awards Ceremonies

The Awards ceremonies will take place during the Gala Dinner and Awards Night of the Africa Medic Executives Conference 2013 planned in Yamoussoukro on August 30. Hundreds of hospital professionals, technology experts, and leading medical equipment and solution providers from Africa, as well as local and international attendees, will be present.

III. Search and Selection Process

There is an exhaustive search and selection process for the Awards composed of generating entries, initial screening, comments by advisors, and final judging.

1. Generating entries

Hospitals from all over the region are encouraged to nominate themselves and enter their successful projects, programs, or best practices. There is no limit to the number of entries per hospital.

Healthcare associations, medical service consultants and suppliers, and others in the industry are also invited to nominate hospitals in the Award categories.

2. Initial processing

The Awards secretariat processes the entries and supporting materials, and submits these for consideration to the judging sub-committees. Supporting materials submitted, such as videos and brochures are sent to the chairpersons of the respective sub-committees.

3. Judging process

An LLP and specially selected experts are formed into ten (10) judging sub-committees, one for every award category. A chairperson is appointed for each team. These judging teams review the entries submitted to them, and make final recommendations to the conference advisory committee.

The Boards of Judges consists of representatives from selected well renowned healthcare organization executives and other major sponsors, select speakers, other members of the Advisory Board, and DBE-ASMEC-MFC. The selections of the judging teams are then compiled by the secretariat. This is then circulated to all judges en banc, with final recommendations from the secretariat.

The successful hospitals (winners and merit awardees) are those who in the OPINION of the judge's best fit the category criteria. There are usually one winner and two to three merit awardees. However, if there are two projects in the same category that are equally meritorious, an award may be given to both projects as joint winners. Note that if there are no exceptional projects submitted in a category, the Board of Judges is not committed to give an award.

POSTER DISPLAY OF FINALISTS

Finalists (a winner and two to three merit awardees per category) are required to display their projects' posters during the three-day conference. The poster display provides a venue for the finalists to share the benefits of their winning projects and programs with the other participants and adds transparency to the process.

IV. Rules and Regulations and How to Enter

1. Eligibility

Entries must be for projects, programs, or services that were implemented or significantly enhanced from January 2012 to August 2013. In this sense, the awards are for the introduction of new projects, or for the improvements in 2012/2013 of existing programs and systems. In general, the judges favor new projects than

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enhancements. In all cases, there should be objective, quantifiable, and tangible measurements as to the effectiveness of the project.

Participating hospitals must be from Africa. Hospitals of non-African origin are also eligible as long as the entry is from and for their Hospital in Africa.

2. How to Enter

Entry is ONLINE only. An entry to the Medic Finance Conference- People Care 1st Awards will only be valid if an ONLINE Entry is submitted. Please answer the questions for each category using the maximum word allocations indicated in the online form. The Entry forms are available at http://www.africasmeconference.com/amec-people_care_1st_awards.html?r=20130120143943. Deadline for entries is on April 30, 2013 at 5pm (Toronto EST time zone).

3. Supporting Materials

All entries need to be accompanied by attached documentation to support your entry such as:

- a. Press reports
- b. Awards won
- c. Commendations received
- d. Comments and testimonials from stakeholders
- e. Measurable results achieved
- f. Anything to convince the judges that your entry meets the criteria best.

Supporting materials MUST be in English or French or in Spanish, if they are in another language, a certified translation must be provided. You may send up to 5 attachments of any other supporting material together with your online entry form.

Attached files must be no larger than 1.5MB each. Documents must be in .pdf or .doc (word) format, images must be in .gif or .jpg format, edited videos must be in .wmv or .avi format. No exceptions sorry.

Note: If you wish to send any files larger than 1.5MB please email them directly to jules@afrcasmeconference.com. Maximum of 2 such files per entry can be submitted and should not be more than 10MB in total size.

CEO Certification

Entry for need to be co-signed by the CEO. Then please scan the signed form and attach it as a supporting material.

ONLY ONLINE ENTRIES WILL BE ACCEPTED.

V. Categories and Criteria

1. Corporate Social Responsibility (CSR) Project

An undertaking that made a difference in the improvement of healthcare in the community. Is the project or program sustainable? Does the hospital merely provides resources or makes it an integral part of its community involvement. Does the hospital give of its management time and expertise? Is it innovative? More weight is given to how meaningful is it to the community it serves.

1.2 SCORING FACTORS

- a. To what extent does the project make a difference in the improvement of Healthcare in the community it serves?
- b. The extent to which the hospital involves its management talent and expertise to improve healthcare in the community (as opposed to merely providing resources).
- c. Does it have significant results or outcomes? Are these measurable? Are there testimonials, awards or other support to show impact on improvement of hospital service?
- d. The extent the project is prevention oriented, and how well it will reduce or eliminate health care or other problems in the community. Will the benefits be long lasting?
- e. Was the process and means by which the project was conducted adequate to meet its goals? Was the composition of the team about right? Were appropriate analysis tools used, or was it only a matter of throwing money at the problem?

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2. Cost reduction project

A project undertaken with the specific goal of reducing costs in any area of hospital operations. Ideally the project did not require capital investment and a large part of the savings was passed on to the patient. Did the project generate savings that would continue into the future? Did the nature of the savings allow the hospital to pass it on directly to the customer? Was the cost saving significant in relation to the costs in that category or in relation to total hospital expenses?

3. Human Resource Development Project

A series of activities or a project undertaken by the hospital that was aimed at developing a large percentage of its people as knowledge-based workers. Is it a sustainable activity and did it achieve its goals? How innovative was the project and program. Did it have a lasting improvement in the skills of its employees? How meaningful was the program to the employees? How useful is it in their work? Special weight is given to the percent of employees covered, how well it motivates employees to provide better service and how the training improves service.

4. Service improvement for Internal Customers Project

These are awards for any hospital department or unit that implemented any outstanding projects on how better to serve their co-departments or employees better. How well did the project look upon the other department(s) as a "customer"? Special weight is given to how innovative the project is, how well it reinforces the concept of "internal customer", at no additional expense and how it improves service to its clientele.

5. Marketing, PR or Promotional Project

A project that made an impact on clients and the public, and/or that resulted in the hospital's gaining recognition as an innovator or leader in the field, or that resulted in business generation. The emphasis here is on business that can be more or less attributable the project and what this is as a percent of the department or hospital's revenue. In this sense, a department or center (and not necessarily a hospital wide program) that launched a successful campaign and can show results is eligible. More weight is given to how it used marketing tools to improve its revenue at least cost.

6. Patient Safety Project

This award is for the hospital that introduced an outstanding project for the monitoring and improvement in the delivery of quality medical care. Projects for the reporting, deliberation, management, and prevention of Sentinel Events are included as part of this category. More weight is given to how much project or program improved patient safety and are there measurements to back this up. In other words the judges will particularly look at the percent improvement.

7. Clinical Service Improvement Project

A clinical improvement project that was successfully completed in any of the specialized (technical) areas of hospital management, such as Nursing, Laboratory, Radiology or in specialty clinics such as eye center, kidney center, etc. The project should show measurable results of having improved the service in such areas as reduction in medication errors, reduced waiting times, prevention of service defects, or faster results with little or no capital outlay.

8. Customer Service Project

A customer service project that responded well to the needs of its clientele, drew praise from them, and positively projected the hospital as a quality service provider. The judges favor entries that also reduced costs, and did not require major capital expenditure. More weight is given to projects that are innovative (in relation to where the hospital is located). Is it a meaningful improvement of its service considering the environment in which it operates?

9. Bio Medical Equipment / Facilities improvement Project

A project or program that sought to improve customer service and quality of care by special maintenance, systems and procedures for usage or improvement in biomedical equipment and/or facilities in general of the hospital. Did the project improve the hospital's ability to deliver better service? Could it be to the comfort of its clientele? Did it help employees service patients better?

10. Most Improved Local Hospital Category (Only for hospitals from the host country, Cote d'Ivoire)

The award is for the hospital which in the opinion of the judges is the most improved hospital in the country in which the event is being held. The improvements should primarily be in the areas of customer service and patient safety. However the judges will also consider improvements in areas like continuing employee education, cost reduction, building and equipment maintenance, implementation of a continuous quality improvement program and involvement with the community. In many ways, this award does not differentiate between large and small hospitals and a small hospital should have an equal chance of winning as a large hospital. It also does not differentiate between a public or private hospital - since the award is for the most improved and not the best.

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10.2 SCORING FACTORS
Did the hospital show a marked improvement in customer service in the last 12 months to July 31 and how was this measured or demonstrated?

- Did the hospital show a marked improvement in patient safety practices? For example: Implement or enhance its patient safety policies.
- Are the improvements made by the hospital sustainable?
- Did the hospital make improvements in other areas like employee education, building and equipment maintenance, and so on?
- Did the hospital improve the way in which it deals with its community?

11. GRAND AWARD

The GRAND AWARD is for the hospital that in the opinion of the Organizers is so exemplary for its projects or programs in the past year – as reflected in the number of projects and programs that became finalists. The award is for the hospital that made improvements in two or more of the nine award categories above or had truly superior and outstanding (overarching) results in one area. The organizers will also consider that the improvements had the greatest impact on the hospital's operations that will give due weight to the background and circumstances in which the results were achieved. In general, weight is given to innovation and improvements generated with the least use of capital if any.

The GRAND AWARD winner will be selected from one of the winners and approximately 20 runners up. It is possible that one hospital does consistently well and appears as a finalist (not winner) in three or four categories. In such a case, this hospital MIGHT still get the GRAND AWARD. At least it can be shortlisted and the committee can argue the merits at that time. In general though, one of the winners will also be a runner-up in some categories. The likelihood therefore is that one of the winners will be the GRAND AWARD winner.

Note: The Awards do not recognize any particular hospital as the "best" in a particular category. The Board of Judges and Advisers state however that the project they have selected for a specific Award is an outstanding one that deserves recognition and that may serve as a benchmark for other hospitals. It follows that there may be more than one winner in a category, and conversely there may be none.

VI. Lifetime Achievement Award

The BDE-ASMEC-APC1RST Award for Lifetime Achievement is for an outstanding health care professional in Africa, with a preference that he or she be from the host country of the event, which has done the most for making patients feel better or get better. As the term implies, it must also go to a person who has devoted his life or a large part thereof to this endeavor.

The person can be a hospital CEO, if he has been that a VERY long time and generally known to put patient's rights ahead of everything else, or is known for his generosity in treating the poor and has consistently done this all his life. He or she can also be someone who has devoted his life to areas working with the poor, or devoted to working with drug rehabilitation, or has a distinguished career in the health care, civil service, etc. Specifically, we are looking for someone well respected and senior in age (about 60+). We are not really looking at a specific sector like public, private, university, and others. It can be any of the above.

It could even be an elderly nurse somewhere, who has devoted her life to the care of newborns in the nursery, for example.

FAQ&A: For more information on how to enter

General Questions for Entries

1.1 What types of hospitals are allowed to participate?

Hospitals from all over the region are encouraged to nominate themselves and enter their successful projects, programs, or best practices. Participating hospitals must be from Africa. Hospitals of non-African origin are also eligible as long as the entry is from and for their Hospital in Africa.

1.2 How can a hospital enter?

Entry is ONLINE only. An entry to the Africa Hospital Management Awards will only be valid if an ONLINE Entry is submitted. Please answer the questions for each category using the maximum word allocations indicated in the online form. Words exceeding the maximum word count will be cut off automatically/truncated. The online entry forms will be available on the first week of February. Supporting materials MUST be in English or, if they are in another language, a certified translation must be provided. You may attach up to 5 supporting materials

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to your online entry form. Deadline for entries is on April 30, 2013

1.3 If a hospital is operating in different countries in Africa and the project is implemented all over Africa, under what country should we enter?

The entry should be submitted by the country that deserves the credit the most or where first implemented – the country the Awards Secretariat will liaise with. In short, it is up to you.

1.4 Are we eligible to enter if our hospital is based in Africa, but have branches

1.5 Outside of Africa?

Yes, as long as the project or program is implemented in Africa and by a branch or subsidiary duly incorporated in Africa.

1.5 Can one project or program be entered in more than one category?

Yes, this can be done if it applies to more than one category.

1.6 Re-entering previously entered projects

1.6.1 Can a project submitted previously that won, but is still being implemented, be entered again?

No, a project that previously won (winner) cannot be entered again. However, a project that won a runner-up/excellence award can be entered again as long as the project is significantly enhanced in the period specified in the awards literature and there is proof of it being so. The Judges will compare what was submitted before with the "enhancements" at this time to make sure there is substantially good reason to be re-entered.

1.6.2 Can a project submitted previously that did not win, but is still being implemented or enhanced, be entered again?

Yes, as long as the project was significantly enhanced in the period specified in the awards literature and there is proof of it being so. The Judges will compare what was submitted before with the "enhancements" at this time to make sure there is substantially good reason to be re-entered.

2. Submitting your Entries

2.1 How many entries can a hospital submit?

A hospital can submit as many entries as it wants to either in the same category or different categories.

2.2 Can we submit a project that has been "on-going" for many years now?

Yes, a project which is running for years can be submitted as long as it was significantly enhanced in the period specified in this year's awards materials.

2.3 What and how many supporting materials can be submitted?

First it is necessary and essential that all important supporting documents or sections thereof are submitted. You may submit press reports, awards won, commendations received, comments and testimonials from stakeholders, measurable results achieved or anything to convince the judges that your entry meets the criteria best. Supporting materials MUST be in English or, if they are in another language, a certified translation must be provided. You may send up to 5 attachments of any other supporting material together with your online entry form. Attached files must be no larger than 1.5MB each. Documents must be in .pdf or .doc (word) format, images must be in .gif or .jpg format, short edited videos must be in .wmv or .avi format. No exceptions sorry.

2.4 Can we submit only the summary and no supporting materials?

Yes, you can submit just the summary and no supporting materials, BUT chances of you winning or even being recognized is minimal, if at all. We need supporting materials.

2.5 When is the deadline for submission of entries?

Deadline for submission of entries is on, April 30, 2013.

2.6 Will the deadline be extended?

As a general rule, and except in special exigencies, we do not extend the deadline.

2.7 We just found out about the Awards and wish to enter, but the deadline is too close (or has expired). Can you give us more time?

We regret to say that we cannot delay the deadline. As a general rule, and except in special exigencies, we do not extend the deadline.

2.8 Is there a fee for entering?

There is no entry or processing fee. However, should your hospital win, we request that the CEO will make every effort to come to the Awards Night to accept the Award(s). That failing, at the very least, a very senior executive should attend.

3. Search and Selection Process

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3.1 Who are the judges? How will they judge? Or how do they pick the winners and excellence awardees?

Judges are volunteers and very senior executives from the pool of partners and speakers of DBE-ASMEC. They are formed into panels of three to four per category. They evaluate, discuss, look at the supporting materials, and ask for additional information if needed, then make their selections.

The judges are guided (but not bound) by the score card that is published on the website at http://www.africasmeconference.com/amec-people_care_1st_awards.html?r=20130120143943. The scorecard is not intended to be used as a mathematical tool, but only to help the panelists have a starting basis for evaluating.

Their final selections go to the conference committee which has final authority. The conference committee may seek a dialogue with any panel if it so feels it is necessary to clarify or to discuss the panel selections, prior to making a final decision. It is only in rare cases, however, that the decision of the panel will be overturned.

In the end, it is still that the successful hospitals (winners and excellence awardees) are those who in the OPINION of the judges best fit the category criteria. Note that if there are no exceptional entries submitted in a category, the Board of Judges is not committed to give an award. However, if there are two projects in the same category that are equally excellent, an award may be given to both projects as joint winners.

3.2 When is the announcement of results?

You will be notified through email by last week of April, 2013 whether or not your entry (ies) won the award.

3.3 How are winners announced? Or is there an awards night?

The presentation ceremonies will take place during the Gala Dinner and Awards Night of the Medic Finance Conference – **Africa People Care 1st Awards on August 30th 2013** in Yamoussoukro – COTE D'IVOIRE.

3.4 How many winners will there be for each category?

There will be at least 1 winner and 2-3 excellence awardees. However, if there are two projects in the same category that are equally excellent, an award may be given to both projects as joint winners. Note that if there are no exceptional projects submitted in a category, the Board of Judges is not committed to give an award.

4. Others

4.1 Our hospital is small – can it still win an award?

The awards program does not favor large or small hospitals and all hospitals have equal chances to win. It depends on how well the project or program meets the criteria and not the size of the submitting hospital. In other words, the winning project or program, regardless of size, is simply one which in the opinion of the judges, best meets the criteria for each category.

4.2 What are the chances we can win?

All hospitals have equal chances to win. The winning hospital is simply one which in the opinion of the judges, best meets the criteria for each category. The organizers will not venture an opinion since it is left to the judging panels.

4.3 Can a hospital sponsor the conference and able to still enter?

Yes. All hospitals have equal chances to win. The judges are very independent and there is no way sponsorship can even remotely influence the outcome.

4.4 Is there any other information about the criteria the judges use?

Yes. A Scorecard is being used by the judges in evaluation of entries.

4.5 What is a poster display?

Awards Finalists will be asked to display their project's poster during the conference, in space provided by the organizers. The poster display aims to provide a venue for the finalists to showcase their award-winning projects, thereby giving them the chance to discuss about their winning projects and programs with the other participants of the conference.

4.6 What is the difference between a winner and an Excellence award?

A winner is a successful hospital who in the opinion of the judges' best fits the category. Thus, winner gets the highest recognition from the judging committee. On the other hand, an Excellence award is meritorious just did not get the nod. – A very close runner up shall we say?

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