

# PINNACLE AWARD FOR QUALITY AND PATIENT SAFETY

## CALL FOR NOMINATIONS

SUBMISSION DEADLINE  
JUNE 14, 2021



## 2021 PINNACLE AWARD GUIDELINES

HANYS' Pinnacle Award for Quality and Patient Safety recognizes member achievements and facilitates the sharing of success stories across the state.



Submission of a Pinnacle Award nomination also satisfies the success story requirement for participants of HANYS' Commitment to Excellence program.

For 2021, we invite submissions in the following broad categories:

- preventing and controlling infection;
- reducing error through high reliability and other strategies;
- enhancing patient experience;
- driving treatment and diagnostic innovation;
- addressing health disparities;
- engaging staff and cultivating leaders;
- safeguarding staff safety and well-being;
- reducing waste and/or creating efficiencies;
- building a culture of safety; and
- delivering behavioral health and substance use disorder treatment across the continuum.

HANYS recognizes the innovative culture that has emerged as members have faced multiple challenges throughout the phases of the pandemic. Applications that fall outside these broad categories will also be considered.

### SUBMIT THE "BEST OF THE BEST"

HANYS encourages members to nominate the best performance improvement activities conducted by your organization. HANYS will accept **up to two submissions per organization or health system** (hospital, home care, nursing home, etc.).

*For example: A health system that includes two hospitals and a nursing home may submit eight applications: hospital A (2) + hospital B (2) + nursing home (2) + system (2).*

### APPLICANT WEBINAR

HANYS will host an applicant webinar to review the award categories and criteria, and provide tips for a successful application. HANYS staff

will also provide a demonstration of Evalato, the online award submission platform. The webinar will be recorded and posted on the HANYS website at [hanys.org/awards/pinnacle.cfm](https://hanys.org/awards/pinnacle.cfm).

**Pinnacle Award Applicant Webinar**  
May 6 | 1 – 2 p.m.  
Register online at [hanys.org/events](https://hanys.org/events)

### SUBMISSION DEADLINE

The deadline for submissions is **June 14**.

### HOW TO APPLY

Pinnacle Award 2021 applications must be submitted online using the Evalato platform (see Submission Instructions for full details).

### AWARD RECOGNITION

Nominees will be notified about the status of their submission in fall 2021. Winners will be publicly announced and promoted through a comprehensive digital campaign.

Application submission authorizes HANYS to use any or all of the submission contents during the award announcement and in any associated print or digital materials if chosen as a winner.

### PUBLICATION OF SUBMISSIONS

Submissions that meet all of the project submission requirements will be included in the *Profiles in Quality and Patient Safety 2021* publication. By submitting the application, the applicant authorizes HANYS to use the submission, including the name, title and email of each employee listed in the publication. This publication is posted on HANYS' website and is made available to state and federal policymakers. It is also made available in print. HANYS reserves the right to make editorial adjustments to each submission.

### SUBMISSION INSTRUCTIONS

#### EVALATO REGISTRATION

- Access Evalato at [pro.evalato.com/2707](https://pro.evalato.com/2707).
- Select the appropriate submission category(ies) and number of submissions.
- Enter information for the primary contact.
- Click "Access your Registration." This will take you to the submission page.

- Once you register, you will receive an email from "Healthcare Association of New York State <orders@evalato.com>." Keep this email in a safe place, as it contains the link and password you will need to access Evalato and your application(s). If you do not receive the email, check your spam or junk folder.

**TAKE NOTE!**

### SUBMISSION(S)

- Applicants can toggle between multiple submissions by clicking on the yellow dot next to each unique submission number on the left side of the screen.
- Applicants should not include any personally identifiable information or protected health information as part of the submission.
- Enter the submission title and name of the submitting organization (this information will be published in HANYS' *Profiles in Quality and Patient Safety 2021*).
- Application section (this information will be used for judges):
  - › Do not include facility-identifying information.
  - › Enter text within character limits to describe how your project meets the criteria. Character limits for each criteria include: program impact (750), execution techniques (2,000), sustainability and spread (1,000), potential for replication (750), innovation and creativity (750) and data strategy/results (1,000).
  - › Upload supporting data or graphs to demonstrate a clear trend of quality and/or safety improvement (up to 5 MB each; png, jpg or gif format only). Provide narrative explanation of what the data reveals about the project.
- Publication section (this information will be published):
  - › Enter text within character limits. Character limits for each criteria include: project description (1,000), top three outcomes (100 each) and top three lessons learned (100 each).
  - › Enter details for all applicants that should be published: first name, last name, credentials and title. Only the main contact's email address will be published.

## TIPS FOR A SUCCESSFUL APPLICATION

- Carefully read through the Quick Guide to Submission Process and follow all instructions.
- Provide substantive supporting detail and explanation in each section of the application.
- Language should be clear and simple. Assume the reader has limited healthcare knowledge.
- Spell out all acronyms.
- Ask for writing and editing assistance from your hospital's public relations or marketing staff.

## TO BEGIN THE SUBMISSION PROCESS

Go to Evalato ([pro.evalato.com/2707](http://pro.evalato.com/2707)) and follow the Submission Instructions outlined in this brochure to complete your submission. A quick guide to using Evalato is available at [hanys.org/awards/pinnacle.cfm](http://hanys.org/awards/pinnacle.cfm).

## SELECTION PROCESS

A committee of national experts in hospital quality and patient safety will review the submissions and make recommendations for winners in each of the following categories:

- hospital system or consortium of providers, or hospital with 500 beds or more;
- hospital with 200 to 500 beds;
- hospital with less than 200 beds; and
- post-acute or outpatient provider (including nursing homes, home care, physician offices, behavioral health, etc.).

The committee may elect not to make an award for each category and/or may decide to make additional awards.

## FOR MORE INFORMATION ABOUT THE PINNACLE AWARD, CONTACT:

Erin Gretzinger, director, Quality Advocacy, Research and Innovation at 518.431.7744 or [egretzin@hanys.org](mailto:egretzin@hanys.org).

## 2021 AWARD CRITERIA AND SCORING METHODOLOGY

*The following criteria must be clearly demonstrated within the text of the application.*

### Program impact (10 points)

- The initiative has a high impact on patient safety and outcomes as measured by the volume of patients affected, costs, efficiency and/or patient satisfaction.
- Higher points will be awarded to initiatives that have been spread and implemented across the organization or system, rather than a single unit.

### Execution techniques (25 points)

- The initiative adheres to evidence-based best practices or demonstrates an emerging best practice.
- The initiative adheres to quality improvement principles and methodologies; examples might include quality improvement approaches, such as Lean, Six Sigma or Plan-Do-Study-Act.
- The initiative aligns with the organization's strategic priorities as outlined in the quality plan, mission, true-north statement, executive performance goals, etc.
- The initiative engages key stakeholders, including:
  - healthcare executives and the governing board;
  - patients and/or families; and/or
  - workforce (physician, other clinical or non-clinical).

### Sustainability and spread (15 points)

- The applicant provides evidence that knowledge is transferred and managed on an ongoing basis to ensure continued success.
- There are clear steps to ensure hard-wiring and continuous compliance, which may include initial and ongoing education, initial and maintenance tracking and trending and use of technology.
- There is evidence that the process defaults to doing things correctly, despite human factors.

### Potential for replication/scale (10 points)

- The initiative serves as a model for other facilities, incorporating tools that can be adapted by other organizations or settings of care.
- The initiative demonstrates efficient use of resources.

### Innovation and creativity (20 points)

- Extent to which the initiative breaks new ground, using innovative techniques, methods and practice models.
- Submission demonstrates a culture of creativity that encourages innovation among staff at all levels and an engaged project team that is nimble, able to pivot and open to adjustments.




### Data strategy/results (20 points)

- The applicant must submit data to demonstrate results and sustainability.
- Data must demonstrate the need for the project, describe any project adjustments and support conclusions.
- Include appropriate measures, such as those for process, outcome and balance.
- Upload images showing supporting data or graphs (up to 5 MB each in either png, jpg or gif format.)
- Provide narrative explanation regarding the interpretation of the data.

### Total 100



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