



Ten Tips for Achieving Global Recognition with the 2020 UNIVANTS of Healthcare Excellence Award Program

Healthcare excellence is a target that all hospitals and healthcare systems aim to achieve. Integration across disciplines and mobilizing data to drive actionable insights are key success factors in achieving measurable better healthcare performance. Last year, twelve integrated clinical care teams received global recognition in association with their measurably better healthcare performance best practice by the UNIVANTS of Healthcare Excellence Award Program. This article provides ten strategic tips for all applicants and/or integrated clinical care teams who have interest in receiving valued recognition for their best practices of healthcare transformation.

Tip 1: Submit an application

Each year, hundreds of applications are initiated for the award. Last year, however, less than 15% of those who initiated applications had completed their application by the program deadline in order to be considered for an UNIVANTS of Healthcare Excellence Award. A guaranteed way to not receive program recognition is to not apply for the award. By contrast, all applicants who apply for the award receive valuable feedback on their application and many receive prestigious award recognition.

Tip 2: Use the program reference guides

Multiple Reference Guides have been created to support the application process including an Application Guide, Program Checklist and Application Templates. All support materials can be found on the program portal which can be accessed via links from the program website at www.UnivantsHCE.com. The Application Guide, in particular, is often considered the most valuable tool for the application process.

Tip 3: Meet the minimum program criteria

The key criteria for program eligibility include: (1) the necessity of having at least 3 key partners of varied disciplines, reinforcing integration of clinical care including but not limited to laboratory medicine; (2) the necessity of at having at least one key performance indicator (KPI) for each of the following stakeholders: patients, payors, clinicians and health system; and (3) the importance of having the project implemented into clinical care. This third criterion ensures that the outcomes of the application are authentic, and not simply studies or projections of outcomes that “could” happen if the project were to ultimately be implemented into practice.

Tip 4: Don't underestimate the power of qualitative KPI Metrics

Measuring the impact of individual KPIs can be difficult and may not always be quantified with ease. For example, patient experiences can be improved without a patient appreciating that difference in a measurable way (i.e., quantitative survey, etc.). Some qualitative metrics have received higher overall scores than quantitative metrics based on meaningful impact. Examples of qualitative versus quantitative metrics, including the minimum criteria for valid qualitative metrics, can be found in the application guide referenced in Tip 2.

Tip 5: Use common language that all stakeholders would understand

The scoring process for the UNIVANTS of Healthcare Excellence Program is multifactorial with every application receiving expert review by world-renown leaders across healthcare disciplines. Thus, the terminology used within the application should be easy to understand and relevant to the judge, regardless of their specific background. It is important to, therefore, avoid undefined acronyms or local terms that may not have global relevance. If judges cannot understand the application, the application will not be rated highly and could risk not being able to be scored at all.

Tip 6: The best titles/summaries focus on the "WHY"

It is not uncommon for care projects to be submitted with titles that speak to the "what" or the "how" of any given project. Titles that focus on the "how" or "why", while accurate, tend to be less powerful (or memorable) than applications with titles or focus on the "why" or the "so what" of their care project. An award submission for example with a title of 'saving lives for patients who undergo hip replacement surgery' is more interesting than a submission with a title that speaks to 'using biomarkers in non-traditional settings' whereas both can be true for the same application since the use of biomarker in a non-traditional settings can be the "how" to drive the "so what" (saving lives).

Tip 7: Be concise, clear and impactful

The best applications are brief, measurable and impactful. While it is important to be specific on the process that led to measurable value across partners (including but not limited to laboratory medicine) to drive impact, it is also important to be concise. Leverage the opportunity to provide supplemental data with the application if figures or flow charts are necessary for the understanding of the project. Moreover, leverage translation support from key agencies or other team members to ensure the application can be easily understood in English for the reviewers/judges.

Tip 8: Ensure all team members review/contribute to the application

It is not uncommon for applicants to under-estimate the value or impact of their care initiative. Leverage full teams to optimize ideas and submit the strongest application possible. Since every KPI can have a significant impact on the overall scoring process, and since team members across disciplines can have unique perspectives, there is great value in ensuring all team members review and contribute to the final application. Whether it is catching errors or maximizing value, team review is an asset.

Tip 9: Learn from other best practices

A great way to learn about new care projects while also obtaining ideas from existing care projects who have already been successfully recognized with program recognition is to review the best practices from previous award winners. More details about the previous winners can be found on the program website at www.UnivantsHCE.com.

Tip 10: Timeliness matters

The UNIVANTS of Healthcare Excellence Program has a dedicated email to support questions about the award process (UNIVANTSoHealthcareExcellence@abbott.com). An administrative team also reviews early applications for minimum program eligibility prior to judge review. Thus, if applications received in advance of the program deadline and do not meet the minimum criteria for program advancement, an early submission has ample time to resolve the potential gap(s) needed for resubmission and subsequent award recognition.

All applicants who adhere to the recommendations above will have an excellent chance of receiving global program recognition for their valued best practice(s). The aim of the UNIVANTS of Healthcare Excellence Award Program is to recognize teams for their valued best practices while also inspiring more best practices across the globe by additional teams who aim to achieve similar success.

The UNIVANTS of Healthcare Excellence Award Program was created by Abbott Laboratories and is enabled by seven valued program partners including International Federation of Clinical Chemistry (IFCC), AACC, EHMA (European Health Management Association), Modern Healthcare, HIMSS (Health Information and Management Systems Society), NAHQ (National Association of Healthcare Quality) and IHE (Institute of Health Economics). The deadline to receive 2020 award consideration requires an application to be submitted by August 31st, 2020. Thus, the time is now to begin your award application!