



UNIVANTS™
OF HEALTHCARE EXCELLENCE

10 Tips for Success for UNIVANTS of Healthcare Excellence Awards

Recognition through the UNIVANTS of Healthcare Excellence program is a global and prestigious honor. To date, 36 best practices from across the world have already been recognized for measurably better healthcare. The program was founded by Abbott and made possible through partnerships with other leading healthcare organizations, societies and federations including International Federation of Clinical Chemistry (IFCC), AACC, European Health Management Association (EHMA), Modern Healthcare, (Health Information and Management Systems Society (HIMSS), National Association of Healthcare Quality (NAHQ), and Institute of Health Economics (IHE).

If interested in applying for this elite honor, this article will help to maximize success. The recommendations below can be used as a supplement to other great tools and details. Visit www.univantshce.com for award criteria, helpful checklists, best practice examples and other guidance documents.

TIP 1. ENSURE THE CLINICAL CHALLENGE IS CLEARLY DESCRIBED

All judges for the program are diverse with unique and varied backgrounds. With that in mind, each organization and therefore each judge will have unique perspectives. Ensuring that the judges from all healthcare background and specialities can understand

the clinical problem is essentially for comprehension of your care initiative, enabling interest and scoring to be possible.

TIP 2. CLEARLY DESCRIBE THE SOLUTION TO THE CLINICAL CHALLENGE

In addition to clearly outlining the clinical problem, a clear description of the solution (i.e. the changes that were made to clinical care) is essential. The easier it is for the judges to understand what changes were implemented into care, the more readily the outcomes or associated key performance indicators (KPIs) can be understood in context of the initiative itself. This is especially important since performance metrics have impact across stakeholders (patients, clinicians, health system/administrations and payors).

TIP 3. ENSURE THAT ALL METRICS ARE DIRECTLY RELATED TO THE CLINICAL PROBLEM AND SOLUTION

Connecting the outcomes or KPIs to the clinical care initiative, i.e. the outcomes are directly attributable to the solution mentioned above, is essential for ensuring that judges can understand impact and why each KPI is relevant. Consequently, KPIs that are directly attributable to the clinical care initiative are more likely to be scored high. In contrast, KPIs not directly associated with the care initiative can be rejected, which in turn can disqualify an application.

TIP 4. PROVIDE CLEAR AND DETAILED RATIONALES FOR EACH KPI/METRIC TO ENSURE CLARITY AND TO PROVIDE CONTEXT

Each KPI should be accompanied by an explanation or rationale for why each metric is impactful to the stakeholder for which it is linked. The more specific the rationale is, the more likely that judges, who span expertise, can understand why even a modest improvement is important. Use of generic explanations without details will likely fail to highlight the importance of your metric and KPI. For example, if the same rationale can be applied to multiple and different KPIs, it is likely too generic.

TIP 5. PROOFREAD ALL CONTENT FOR CLARITY, LEGIBILITY, AND COMPLETENESS

Ensuring that all aspects of your application are clear, legible and complete is a simple and easy way to ensure that your clinical care initiative is more readily understood. The terminology used within the application should be easy to understand and globally relevant. As such, be sure to define all acronyms and avoid short-hand or local terms that might not be universally understood.

TIP 6. STRIVE TO HAVE MORE QUANTITATIVE KPIS THAN QUALITATIVE KPIS

Measurement or quantification of success across all four stakeholders (patient, clinician, health system/administration and payor) is a key component to ensuring award availability. New this year is a requirement to have no more than four qualitative metrics within each application. Strong quantitative (vs qualitative) measurement of value and success highlight the true measurable impact your clinical care initiative has, thus, a balance towards quantitative KPIS is essential.

TIP 7. USE THE PROGRAM REFERENCE GUIDES AND TOOLS

Multiple Reference Guides and tools are available on the program portal at www.univantshce.com and have been created to support the application process. In particular, the Application Guide, is often considered the most valuable tool for the application process as it provides best practice examples, explanations and tips for a strong application.

TIP 8. LEARN FROM OTHER BEST PRACTICES

The UNIVANTS website showcases teams who have been recognized by the UNIVANTS of Healthcare Excellence awards. Learning from existing best practices who have successfully been recognized by the UNIVANTS of Healthcare Excellence award program is a great way to gain insights on what 'good' looks like. Examples across each recognized care initiative include both the description of the initiative and standout KPIs and metrics.

TIP 9. ASK FOR HELP WHEN NEEDED

The UNIVANTS of Healthcare Excellence award is a team award. Involving and utilizing the expertise of each team member when creating the application is essential for optimizing ideas and highlighting the impact of the application. The unique perspective of each team member and their respective disciplines will not only ensure completeness but will help to better highlight the impact, thus improving your score. The UNIVANTS of Healthcare Excellence Program also has a dedicated email to support questions about the award process UNIVANTSofHealthcareExcellence@abbott.com.

TIP 10. SUBMIT AT LEAST 2 WEEKS BEFORE THE DEADLINE

In advance of judge review, an administrative team reviews all applications for minimum award requirements. Applications submitted in advance of the program deadline are given the opportunity to resolve gap(s) and provide clarity, as needed. Thus, submitting your application early provides an additional opportunity to increase chances of advancing to judge review and for a favorable outcome upon judge assessment.

All applicants who adhere to the recommendations above and utilize the tools available to them will have an excellent chance of meeting eligibility and receiving global program recognition. The aim of the UNIVANTS of Healthcare Excellence Award Program is to recognize integrated clinical care teams for the measurable difference they make in health outcomes, while also inspiring more best practices globally. The 2021 application cycle is now accepting applications, with the deadline to submit your best practice of November 15, 2021. To learn about the program and/or to apply, please visit: www.univantshce.com If you have questions, reach out to the UNIVANTSofHealthcareExcellence@abbott.com.