

PRIMARY CARE  
QUALITY &  
INNOVATION



Awards 2022

PRIMARY  
HEALTH  
NETWORK

# Application guidelines

**phn**

HUNTER NEW ENGLAND  
AND CENTRAL COAST

An Australian Government Initiative

[THEPHN.COM.AU](http://THEPHN.COM.AU)





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The Primary Health Network (PHN) is a not for profit organisation dedicated to helping improve the efficiency and effectiveness of the primary health system for communities and patients living in the Hunter, New England and Central Coast regions.

The Hunter, New England and Central Coast PHN covers 130, 000 square kilometers and has a population of 1.2 million people from diverse communities who live in rural and remote villages, in regional towns and in populated urban centres .

We work with general practice, allied health providers, Aboriginal Medical services and Residential Aged Care facilities and many more. The PHN is not a direct provider of services, instead it manages a range of service agreements with organisations to deliver primary health care programs in areas of identified need. A range of our program areas include mental health, Aboriginal health, GP after hours and rural primary health services.

The PHN operates on the lands of many first nations and we acknowledge the strength, resilience and capacity of all the first nations communities across our region.

# Overview

The 2022 Primary Care Quality and Innovation Awards recognise outstanding organisations and individuals in their efforts to continuously improve health for our communities in the Hunter, New England and Central Coast regions.

Primary Healthcare providers are defined as commissioned primary care providers, allied health, general practice workforce including General Practitioners/Nurses and practice staff and residential aged care facility staff.

**These awards focus on addressing the objectives and principles of the PHN as follows:**

1. Having a whole of system focus that puts people and communities first.
2. Being responsive to the diversity of, and differences in, our communities and address health inequalities.
3. Helping people understand and care for their own health, supporting them as partners in a better health system.
4. Supporting and being guided healthcare professionals as leaders in a better health system.
5. Aiming for the best use of health resources, with locally relevant services that are high quality and cost-effective and collaborating with others to enable and coordinate timely and appropriate health care, so that people can stay well in their communities.

Any individual and/or organisation working across primary healthcare in the Hunter, New England and Central Coast regions is eligible to enter the awards, following the criteria outlined below.

## Awards categories

**Patients First Award** Awarded to healthcare organisations and/or service providers that put people and communities first in their practice: they demonstrate engagement strategies to support best practice outcomes for the centre, the community, and their patients. A patient is defined as any individual who accesses primary care and could be considered a client or consumer as well.

**Closing the Gap Award** Awarded to the healthcare organisations and/or service provider that demonstrates being responsive to the diversity of, and differences in, our communities to address health inequalities for our First Nations communities (including but not limited to increased incidence of identification and 715 health checks).

**Supporting Patients Through Technology Award** Awarded to the healthcare organisations and/or service provider that demonstrates leadership in the use of technology to support their patients. A patient is defined as any individual who accesses primary care and could be considered a client or consumer as well.

**Primary Care Innovation Award** Awarded to the health centre and/or service provider that demonstrates outstanding innovation in primary care.

**Primary Care Leader Award** Awarded to the health centre, service provider or individual that has best demonstrated innovation and leadership in primary care and/or the values of respect, innovation, accountability, integrity, cooperation, and recognition.

The PHN is pleased to announce a new Award for 2022!

**Dedication to Service Award** a peer nominated award for an individual who has displayed outstanding dedication to providing quality primary care over many years. The individual is well respected by peers and patient and actively participates in the community and professional bodies.

These individuals deserve an honorary place in our regions Primary Care Hall of Fame.

# 2021 Finalists & winners

## PATIENTS FIRST AWARD

- Complete Health at Crossways Terrigal - **WINNER**
- ACE Program
- Hunter Primary Care
- Providence Medical & Dental Belmont
- Terrigal and Avoca Beach Medical Centres

## CLOSING THE GAP AWARD

- Hunter Primary Care - **WINNER**
- Hello Health Family Practice
- Peel Healthcare
- RaRMs Health Bingara
- The Glen
- Waratah Medical Services

## SUPPORTING PATIENTS THROUGH TECHNOLOGY AWARD

- Blackbutt Doctors Surgery - **WINNER**
- Oceanside Private Practice
- Virtual Shared Health Appointments/Hunter Primary Care
- Yarning and Practice of Quiet Stillness on Country, HealthWISE Indigenous Mental Health

## PRIMARY CARE INNOVATION AWARD

- General Practices of Armidale and Uralla - **WINNER**
- HealthWISE Memory Assessment Program
- Hunter Primary Care
- Mingara Medical - Healthy Minds Clinic
- Terrigal and Avoca Beach Medical Centres

## PRIMARY CARE LEADER AWARD - SERVICE PROVIDER

- ATUNE Health Centres - **WINNER**
- Gloucester Medical Practice
- HealthWISE
- Heart Foundation
- Hunter Primary Care

## PRIMARY CARE LEADER AWARD - INDIVIDUAL

- Andrew Mahony
- Dr Lee Fong - **WINNER**
- Denise Lyons
- Dr Jenny May
- Dr Simon Holliday





# Submission guidelines

PEOPLEBANK

After reviewing the awards criteria in this document, all applications are to be submitted through the [Awards Hub](#).



The page will take you through the appropriate steps in submitting your application. Please ensure your entry includes a photo of the individual / team / organisation as appropriate.

## Key dates

ENTRIES OPEN	14th March 2022
ENTRIES CLOSE	29th April 2022
FINALISTS ANNOUNCED	16th May 2022
WINNERS ANNOUNCED	24th June 2022 at the Awards event

## Contact

If you require assistance or more information, please visit [Primary Care Quality & Innovation Awards 2022](#) or contact the PHN on [qualityawards@thephn.com.au](mailto:qualityawards@thephn.com.au)



# Awards criteria

## PATIENTS FIRST AWARD

Awarded to health centres and/or service providers that put people and communities first in their practice: they demonstrate engagement strategies to support best practice outcomes for the health care organisation, the community, and their patients.

A patient is defined any individual who access primary care and could be considered a client or consumer as well.

APPLICATION SECTION	WORD LIMIT	CRITERIA
Entry title / organisation name	50 words	
Summary	100 words maximum	Provide a brief overview of your submission summarising points in your main answer.
Submission	500 words maximum	<p>Please tell us in more detail how you or your organisation put patients first within your work which could include the following.</p> <ul style="list-style-type: none"> <li>- What was the problem you were trying to solve?</li> <li>- What was the outcome?</li> <li>- How did putting the patient first or listening to the patient voice influence this outcome?</li> <li>- Data demonstrating outcomes</li> <li>- What are your plans to continue this approach or grow it?</li> <li>- How did you know you were successful?</li> <li>- Effective patient/ client engagement processes through the pandemic period.</li> <li>- Hearing the patient voice to inform your care or processes</li> <li>- Formalised partnerships with other service providers to support integrated care and access to supportive services etc.</li> <li>- Patient reported measure data to inform care approaches</li> <li>- Use of HealthPathways to connect people to care; or,</li> </ul> <p>Points to consider can also include:</p> <ul style="list-style-type: none"> <li>- Organisational / individual achievement</li> <li>- Data demonstrating achievement</li> <li>- Evaluation of work</li> <li>- Innovation and quality</li> <li>- Sustainable and scalable</li> <li>- Better patient access / outcomes</li> <li>- Cultural considerations</li> <li>- Better teamwork and partnerships</li> <li>- Relationship to PHN values.</li> </ul>
Image / photo		<p>Refer to the submission guidelines section below.</p> <p>Please note the information in your submission will be used for promotional materials if your entry becomes a finalist.</p>

## CLOSING THE GAP AWARD

Awarded to the healthcare organisation and/or service provider that demonstrates being responsive to the diversity of, and differences in, our communities to address health inequalities for First Nations people and communities.(including but not limited to increased incidence of identification and 715 health checks).

APPLICATION SECTION	WORD LIMIT	CRITERIA
Entry title / organisation name	50 words	
Summary	100 words maximum	Provide a brief overview of your submission summarising points in your main answer.
Submission	500 words maximum	<p>Please tell us in more detail how you or your organisation how your work has assisted in addressing the Closing the Gap targets or how your work has assisted First Nations people and communities achieve better health outcomes which could include the following:</p> <ul style="list-style-type: none"> <li>- What initiatives, approaches or projects have you used to promote better health outcomes for First Nations people?</li> <li>- What have been the results of these initiatives, approaches or projects?</li> <li>- How have you included First Nations communities in the design of this work?</li> <li>- What contributions have you or your organisation made to your local First Nations community.</li> <li>- What Cultural competency including awareness, responsiveness do you embed in your organisation if you are a non-First Nations organisation</li> <li>- How do you provide support and/or encouragement for identified Aboriginal and Torres Strait Islander workforce; or,</li> <li>- Relevant organisations have evidence of increased 715 assessments or higher rates of identified patients over a period of time etc.</li> </ul> <p>Points to consider can also include:</p> <ul style="list-style-type: none"> <li>- Organisational / individual achievement</li> <li>- Data demonstrating achievement</li> <li>- Evaluation of work</li> <li>- Innovation and quality</li> <li>- Sustainable and scalable</li> <li>- Better patient access / outcomes</li> <li>- Cultural considerations</li> <li>- Better teamwork and partnerships</li> <li>- Relationship to PHN values.</li> </ul>
Image / photo		<p>Refer to the submission guidelines section below.</p> <p>Please note the information in your submission will be used for promotional materials if your entry becomes a finalist.</p>





## SUPPORTING PATIENTS THROUGH TECHNOLOGY AWARD

Awarded to the healthcare organisation and/or service provider that demonstrates leadership in the use of technology to support their patients..

A patient is defined any individual who access primary care and could be considered a client or consumer as well.

APPLICATION SECTION	WORD LIMIT	CRITERIA
Entry title / organisation name	50 words	
Summary	100 words maximum	Provide a brief overview of your submission summarising points in your main answer.
Submission	500 words maximum	<p>Please tell us in more detail how you or your organisation has utilised technology to support your patients which could include the following:</p> <ul style="list-style-type: none"> <li>- What was the problem or issue you were trying to solve?</li> <li>- How did you use technology to assist?</li> <li>- How was this different to previous approaches or processes?</li> <li>- What impact did the technology have on the patients and what were the outcomes?</li> <li>- How have you embedded the technology in your practices?</li> <li>- Usage, viewing and uploads to uploads to My Health Record are evident and continually increasing; or,</li> <li>- Use of specific digital health systems to support day to day work in the organisation; or,</li> <li>- Demonstrate improved clinical outcomes in primary care services through primary care improvement and digital health strategies; or,</li> <li>- Increase in quality outcomes through interaction with the PHN etc.</li> </ul> <p>Other points could include:</p> <ul style="list-style-type: none"> <li>- Organisational / individual achievement</li> <li>- Data demonstrating achievement</li> <li>- Evaluation of work</li> <li>- Innovation and quality</li> <li>- Sustainable and scalable</li> <li>- Better patient access / outcomes</li> <li>- Cultural considerations</li> <li>- Better teamwork and partnerships</li> <li>- Relationship to PHN values.</li> </ul>
Image / photo		<p>Refer to the submission guidelines section below.</p> <p>Please note the information in your submission will be used for promotional materials if your entry becomes a finalist.</p>





# PRIMARY CARE INNOVATION AWARD

Awarded to the healthcare organisation and/or service provider that demonstrates outstanding innovation in primary care.

APPLICATION SECTION	WORD LIMIT	CRITERIA
Entry title / organisation name	50 words	
Summary	100 words maximum	Provide a brief overview of your submission summarising points in your main answer.
Submission	500 words maximum	<p>Please tell us about innovative practices or projects that you have introduced to your work that were innovative and assisted with improving health outcomes. This could include:</p> <ul style="list-style-type: none"> <li>- What is your specific innovative practice, project or approach?</li> <li>- What problem were you trying to solve?</li> <li>- What was the outcome for patients?</li> <li>- What was different about this approach?</li> <li>- How has this been embedded in your work or organisation?</li> <li>- Flagship services have been developed for our communities; or,</li> <li>- Communities are engaged with to develop prevention and self-management strategies; or,</li> <li>- New models of care are pioneered; or,</li> <li>- Evidence of continuous quality improvement processes and strategy within the business; or,</li> <li>- Care pathways are developed that access other services and keep people out of hospital etc.</li> </ul> <p>Other points could include:</p> <ul style="list-style-type: none"> <li>- Organisational / individual achievement</li> <li>- Data demonstrating achievement</li> <li>- Evaluation of work</li> <li>- Innovation and quality</li> <li>- Sustainable and scalable</li> <li>- Better patient access / outcomes</li> <li>- Cultural considerations</li> <li>- Better teamwork and partnerships</li> <li>- Relationship to PHN values.</li> </ul>
Image / photo		<p>Refer to the submission guidelines section below.</p> <p>Please note the information in your submission will be used for promotional materials if your entry becomes a finalist.</p>



## PRIMARY CARE LEADER AWARD - INDIVIDUAL OR ORGANISATION

Awarded to the healthcare organisation, service provider or individual that has best demonstrated innovation and leadership in primary care and/or the values of respect, innovation, accountability, integrity, cooperation, and recognition.

APPLICATION SECTION	WORD LIMIT	CRITERIA
Entry title / organisation name	50 words	
Summary	100 words maximum	Provide a brief overview of your submission summarising points in your main answer.
Submission	500 words maximum	<p>Please describe for us how the individual or organisation demonstrates the following:</p> <ul style="list-style-type: none"> <li>- Contribution (individually or organisationally) to developing flagship services for communities; or,</li> <li>- Contribution (individually or organisationally) to developing prevention and self-management strategies; or,</li> <li>- Contribution (individually or organisationally) to developing and implementing new models of care; or,</li> <li>- Contribution (individually or organisationally) to embedding continuous quality improvement processes and strategy within the business; or,</li> <li>- Evidence of leadership in: <ul style="list-style-type: none"> <li>› Respect: listens to and adds value to the perspectives of others and uses them to inform and strengthen everything undertaken.</li> <li>› Innovation: invests in new and better ways to improve the health system so people stay well and out of hospital.</li> <li>› Accountability: keeps promises and takes ownership to get things done. Interacts constructively.</li> <li>› Integrity: employs the highest ethical standards demonstrating honestly, transparency, open communication and fairness.</li> <li>› Cooperation: works with others towards common goals encouraging collaboration, support and compassion.</li> <li>› Recognition: acknowledges and shares individual and team successes.</li> </ul> </li> </ul>
Image / photo		<p>Refer to the submission guidelines section below.</p> <p>Please note the information in your submission will be used for promotional materials if your entry becomes a finalist.</p>





## PRIMARY CARE DEDICATION TO SERVICE AWARD

### \*NEW FOR 2022\*

A peer nominated award for an individual who has displayed outstanding dedication to providing quality primary care over many years. The individual is well respected by peers and patient and actively participates in the community and professional bodies. These individuals deserve an honorary place in our regions Primary Care Hall of Fame.

APPLICATION SECTION	WORD LIMIT	CRITERIA
Entry title / organisation name	50 words	
Summary	100 words maximum	Provide a brief overview of your submission summarising points in your main answer.
Submission	500 words maximum	<p>Please describe for us why this individual deserves to be nominated for the Primary Care Dedication to Service Award:</p> <p>Please outline:</p> <ul style="list-style-type: none"> <li>- Significant contribution to the primary care sector in our region over a significant period of time 10+ years</li> <li>- Significant achievements that they have had</li> <li>- Any other awards they have received</li> <li>- Any real-life case studies (de-identified please) that bring the individuals work and commitment to life.</li> <li>- Any other information you think is relevant.</li> </ul>
Image / photo		<p>Refer to the submission guidelines section below.</p> <p>Please note the information in your submission will be used for promotional materials if your entry becomes a finalist.</p>



Help us recognise  
achievement.

[SUBMIT AN APPLICATION](#)





