



Award theme, name, categories, Ts & Cs and criteria

Theme

The New Zealand Primary Healthcare Awards | He Tohu Mauri Ora 2020 focus on work in the primary healthcare sector over the last two years that is transformational. We are looking for individuals and teams who demonstrate a commitment to their obligations under Te Tiriti o Waitangi. They will have made a positive change to, and impact on, healthcare services that dramatically move New Zealand closer to a country where all people get the care they need when they need it, and all people have realistic opportunities to look after their own health and wellbeing. We believe this requires sustainable models of care, creative and original thought, a dogged determination to collaborate and bravery. The awards will reward excellence in everyday primary care practice, celebrating the successes in collaboration, learning and knowledge-sharing that is alive within community care settings.

About the Māori awards name

He Tohu Mauri Ora

Mauri Mahi, Mauri Ora

He tāngata/wahine Pūkenga

He tāngata/wahine Mākohakoha

He tāngata/wahine tino māia

Through the work you are all doing, our whanau, our community and our nation prosper.

Thank you for your interest in the New Zealand Primary Healthcare Awards |
He Tohu Mauri Ora and best of luck for your entry!

Please note all entries must be completed through the nzphawards.co.nz website to be considered for judging. This document may differ slightly from the official online entry forms.

Category list

ACC supreme award

Key health outcomes wards:

Ministry of Health equity award

ACC patient safety award

Pharmaceutical Society innovation in service delivery award

Southern Cross Health Insurance primary and secondary integration award

Spark excellence in information technology award

Habit Group best mental health programme

Best youth or senior health service award

Research and education award

Blue Star best supplier service, product or campaign

Medispace good space award

BDO business achievement award

Individuals and teams awards:

Pharmacy Guild community pharmacy of the year

Douglas Pharmaceuticals community or primary healthcare pharmacist of the year

ProPharma community pharmacy technician of the year

Medtech general practitioner of the year

General practice of the year

College of Nurses Aotearoa NZ nurse practitioner of the year

Practice nurse of the year

GlaxoSmithKline practice/business manager of the year

Good sort award – *nomination only*

Green Cross Health outstanding contribution to health – *nomination only*

Entry rules, terms & conditions

Definition of primary healthcare provider

A person or team working in healthcare who is involved in delivering that care in the community, rather than in a hospital. This may include initiatives to increase safety, promote wellness or treat illness.

1. Entries close 10pm, 10 November 2019.
2. The projects and initiatives described in entries must have been completed within the previous 12 months Sept 2018 to Sept 2019, but may have run over a number of years. Exceptions will be given in the award description or by the judge convener.
3. Entry is open for projects and staff employed in New Zealand. Projects must be New Zealand based.
4. The awards are open to all people working within the broad category of primary healthcare/community health services as described above. If a provider works outside of primary healthcare, their project must be a collaboration with primary healthcare, ie, have primary healthcare members' input.
5. Entries can be submitted by individuals or teams, but only an individual, or group of named individuals, may receive an award. The prize will go to a named person or people, with their organisation secondary. With the exception of General practice of the year and Community pharmacy of the year.
6. All entries must be completed online and all entrant details are to be correctly filled out.
7. Community pharmacy technician of the year entry forms are available online at nzphawards.awardsplatform.com or from ProPharma key account managers. These forms must be either completed, scanned and uploaded into your online entry or downloaded as an editable version from the website, then re-uploaded as part of your digital entry form.
8. All entries will receive email confirmations. If you do not receive a confirmation email, it is your responsibility to follow this up as the entry was not received.
9. Submissions will not be accepted if they are in a different format from the above.
10. One named individual per finalist entry/nomination will be given a contribution towards travel and accommodation plus two tickets to the gala awards event.
11. You may enter as many categories as you like, but with separate entries and projects. No multiple entries for the same project are permitted. The judges reserve the right to re-assign any entry if it is believed to be more appropriate within a different category.
12. All sections in the entry/nomination form must be completed and specific examples provided for each criterion listed.
13. Nominations must comply with entry rules and time deadlines.
14. Judging is blind. Judges will not see the entrant's name, organisational details or contributor details in your entry.
15. Information provided in any entry or nomination will be held by The Health Media for the purpose of assessing the applications and could be used for promoting the awards, with entrants' permission.
16. All entries and information supplied are treated in the strictest confidence, any information released in relation to finalists' entries is subject to finalist approval.

17. All information contained in an entry should be a fair and accurate representation.
18. Entries do not need to be especially lengthy but must contain all the relevant data, be particularly detailed and with full results.
19. Judges decisions are final. No correspondence or discussion will be entered into.
20. Judging of the award categories is undertaken without reference to the sponsors or event promoters.
21. All finalists will be advised no later than 31 January.
22. Finalists agree to have their photos used for New Zealand Primary Healthcare Awards | He Tohu Mauri Ora publicity.
23. Finalists will be invited to the awards evening on 29 February 2020, where the winners will be revealed.
24. **I confirm that my nominated entry and I am of good professional standing and am not subject to any complaints or investigation that may bring ill repute to the New Zealand Primary Healthcare Awards and/or its sponsors.** If you or your nominated entry are involved in complaints or investigation, you must upload a separate document explaining the situation with your entry (no more than 300 words). Failure to do so may result in disqualification.

Categories

ACC SUPREME AWARD

This will be awarded to the category award winner whose project or initiative stands out as the best of the best in this competition.

PHARMACY GUILD COMMUNITY PHARMACY OF THE YEAR

This award recognises excellence in community pharmacy. It rewards a community pharmacy that is well-managed, innovative and engaged in the local community and the wider primary healthcare sector. It has a focus on sustainability and the ability to replicate its exceptional model elsewhere.

Please submit no more than 1250 words in total addressing the following criteria. Include evidence where possible, eg, results of patient surveys.

Criteria

Your entry must demonstrate:

- How your pharmacy completed the business goals it set for itself.
- Professionalism and innovation in service delivery to your local community.
- How your processes are sustainable and could be used in other pharmacies.
- Impact on equity.
- Positive impact on patients.
- Change in the community.

Outline the following:

1. Describe how your pharmacy is innovative, eg, in its approach to management, use of funding and range of services offered.
2. Your level of community engagement. Eg, how your pharmacy supports and involves your local community, address equity issues. Describe the special needs of your community and how you have helped to meet them. Tell us how your support is sustainable.
3. Address your contribution to improve outcomes for people, including staff, eg, clinical outcomes, wellbeing and satisfaction. Describe how you identified and filled gaps in the provision of services. Tell us about how you worked with other healthcare providers or offered non-traditional pharmacy services, or thought outside the box to make people feel welcome and engaged in their healthcare.
4. Tell us about the teamwork and leadership in your business. Consider: business planning and strategy, communication systems, retail and stock management, marketing and promotion and staff performance management.
5. How you optimised your business finances.
6. What other challenges your pharmacy faced and how these were overcome.
7. What else should the judges know about your pharmacy? Eg, participation in pilot studies and wider contribution to the profession or wider primary healthcare sector.

DOUGLAS PHARMACEUTICALS COMMUNITY OR PRIMARY HEALTHCARE PHARMACIST OF THE YEAR

This award recognises a community pharmacist who has made an outstanding contribution to customer health through their excellence in clinical pharmacy practice. They will have an outstanding commitment to equity in health outcomes and through recognition of their obligations to Te Tiriti o Waitangi. They will have demonstrated professional leadership, imagination and innovation to achieve better outcomes and foster the growth and development of other community pharmacists.

Please submit no more than 1000 words in total addressing the following criteria. You can enter yourself or nominate someone else for this award.

Criteria

Your entry must demonstrate:

- Creativity and originality.
- Awesome leadership.
- Positive impact, eg, on people's health, GPs, nurses and others.
- Demonstrated professionalism in the primary healthcare setting.

Outline the following:

1. Describe how you have made a real and sustainable difference to the provision of care in your local community.
2. The evidence that your individual efforts have improved patient care and led to more equitable outcomes, eg, through carefully thought-out plans and improvement initiatives.
3. Describe your work that is improving integration between other healthcare providers in your region or nationally. Include any accomplishments that were beneficial to your team, practice and patients.

PROPHARMA COMMUNITY PHARMACY TECHNICIAN OF THE YEAR

The role of the pharmacy technician is ever more valuable. This award seeks to encourage and reward a technician or technicians who are working to streamline work flow processes, improve safety, embrace technology or improve patient outcomes. Entries will be accepted by pharmacy technicians only, however those technicians working on projects with a wider group, where the role of the technician was critical to the outcome, should also consider entry.

This category requires a qualified (level 5) technician to complete the entry booklet with a pharmacist mentor to assess the technician's mastery of key capabilities.

The workbook can be downloaded from the award's entry page. Once completed, upload the completed form into you online entry.

GENERAL PRACTICE OF THE YEAR

This award recognises the work of a multidisciplinary general practice team that has had a positive impact on the business of general practice and on improving the patient experience. The team will exemplify how it has worked towards equity in all aspects of care. The winning general practice will be well-managed, innovative and engaged in the local community and the wider primary healthcare sector. The judges will be interested in practices that demonstrated excellence in business as usual and service delivery excellence (showing incremental process improvement) or have turned their fortunes around, eg, have improved performance in a struggling practice. Those who have made improvements in a particular aspect of running their practice eg, the morale and wellbeing of their colleagues, or campaigned for change in their local area should also apply.

Please submit no more than 1250 words in total addressing the following criteria. Include evidence where possible, eg, results of patient surveys.

Criteria

Your entry must demonstrate:

- How your practice completed the goals it set for itself.
- Professionalism and innovation in service delivery to your local community.
- How your processes are sustainable and could be used in other pharmacies/practices.
- Impact on equity.
- Positive impact on patients.
- Change in the community.

Outline the following:

1. Describe how your practice is innovative, eg, in its approach to management, use of funding and range of services offered.
2. Your level of community engagement. Eg, how does your practice support and involve your local community, address equity issues? Describe the special needs of your community and how you have helped to meet them. Tell us how your support is sustainable.
3. Address your contribution to improve outcomes for patients and staff, including clinical outcomes, wellbeing and satisfaction. Describe how you identified and filled gaps in the provision of primary healthcare services. Tell us about how you worked with other healthcare providers or offered non-traditional general practice services, or thought outside the box to make your patients feel welcome and engaged in their healthcare.
4. Tell us about the teamwork and leadership in your practice. Consider: business planning and strategy, communication systems, stock management, marketing and staff performance management.
5. How you optimised your business finances.
6. What other challenges your practice has faced and how these were overcome.
7. What else should the judges know about your practice? Eg, participation in pilot studies and wider contribution to the profession or wider primary healthcare sector.

MEDTECH GENERAL PRACTITIONER OF THE YEAR

This award recognises an exceptional general practitioner or doctor working in general practice who has made an outstanding contribution to their practice and or patient health. They will have committed to Te Tiriti o Waitangi, and demonstrated professional leadership, imagination and innovation to achieve better outcomes and foster the growth and development of other doctors working in general practice.

Please submit no more than 1000 words in total addressing the following criteria. You can enter yourself or nominate someone else for this award.

Criteria

Your entry must demonstrate:

- Creativity and originality.
- Awesome leadership.
- Professionalism in the primary healthcare setting.
- Positive impact, eg, on people's health, GPs, nurses and others.

Outline the following:

1. How have you made a sustainable difference to the patients in their community. Describe your work to understand differences in, and engage with, the patient population.
2. Supply the evidence that your individual efforts have improved patient care and led to more equitable outcomes, eg, through carefully thought-out plans and improvement initiatives. Include any accomplishments that were beneficial to your team, practice and patients.
3. How your work is improving collaboration/integration between other healthcare providers in their region.

COLLEGE OF NURSES AOTEAROA NZ NURSE PRACTITIONER OF THE YEAR

This award recognises an exceptional nurse practitioner who has addressed the needs of vulnerable populations through a NP-led model of care or other significant body of work. They will have an outstanding commitment to equity in health outcomes and through recognition of their obligations to Te Tiriti o Waitangi. They will have demonstrated professional leadership, imagination and innovation to achieve better outcomes and foster the growth and development of other NPs.

Please submit no more than 1000 words in total addressing the following criteria. You can enter yourself or nominate someone else for this award.

Criteria

Your entry must demonstrate:

- How NPs can play a role in supporting improved access to services for all New Zealanders.
- Excellence in clinical care and health outcomes.
- Evidence of commitment to ongoing professional development and professionalism in the primary healthcare sector.
- Recognised leadership skills.
- A commitment to 100% access to services either through local action and/or national contribution to policy development.

Outline the following:

1. Describe the work undertaken to understand differences in the population served.
2. Explain your engagement with that population to understand its needs, and the options to design and deliver effective solutions to improve patient safety and wellbeing.
3. Outline the implementation of those solutions.
4. Provide robust evidence of reaching 100% access to services and equity in health outcomes.
5. Provide examples of working collaboratively across health sectors to achieve your goals.
6. Include any accomplishments that were beneficial to your team, practice and patients.

PRACTICE NURSE OF THE YEAR

This award recognises the exemplary work of a practice nurse where they have made an outstanding individual contribution to patient care in their practice. They will have expended considerable effort and imagination, leadership and innovation to address practice and patient level issues.

Please submit no more than 1000 words in total addressing the following criteria. You can enter yourself or nominate someone else for this award.

Criteria

Your entry must highlight:

- An exceptional individual who has used their creativity and professional skills to make a sustainable difference to practice and/or patients.
- Excellence in clinical care and health outcomes.
- Creativity and originality.
- Awesome leadership and professionalism.
- Collaboration with health professionals in other sectors.
- Positive impact, eg, on people's health, GPs, nurses and others.

Outline the following:

1. Provide evidence that your individual efforts have overcome significant obstacles in meeting health targets.
2. Describe your contribution towards improving equity. Describe your work to understand differences in, and engage with, the patient population.
3. Describe the level of creativity and imagination applied to your projects or initiatives.
4. Describe the development of high-quality partnerships, ie, with team, patients, patients' whānau. Consider including, eg, survey results.
5. Include any accomplishments that were beneficial to your team, practice and patients.

GLAXOSMITHKLINE PRACTICE/BUSINESS MANAGER OF THE YEAR

This award recognises an outstanding practice or business manager who showcases professionalism, is innovative and has a keen desire to deliver the best possible solutions to improve practice business, infrastructure and patient-focused services. For example, they may have championed and led the introduction of new technology or system to improve workflow, reduce overheads, improve patient relationships and services or created a more diverse workforce. Where this kind of work is undertaken in a practice by a medical administrator or receptionist, that person qualifies to enter or be nominated for this award.

Please submit no more than 1000 words in total addressing the following criteria. You can enter yourself or nominate someone else for this award.

Criteria

Your entry must highlight:

- A creative individual who has been shown to have made a real and sustainable difference to key aspects of the business.
- Robust evidence that their individual efforts have improved patient-focused services or led to greater patient safety, wellbeing and satisfaction.
- Awesome leadership overcoming significant obstacles.
- Collaboration with health professionals in other sectors.

Outline the following:

1. Describe any project or initiative that has resulted in improved business systems or infrastructure, practice time-management or profitability. Consider for example: new technology, premises design or patient communications.
2. What the overall impact was on the practice's patient base, including impact on health equity. Describe your work to understand differences in, and engage with, the patient population.
3. An original solution to a common practice obstacle.
4. How did you go above and beyond to get the best from the practice team? Include any accomplishments that were beneficial to your team, practice and patients.
5. What collaboration across other health professionals or regions was involved.

ACC PATIENT SAFETY AWARD

This award celebrates excellence in safe practice. It recognises an individual or team for outstanding innovation and leadership in patient safety, and raises awareness and support for patient safety in all healthcare settings.

Criteria

Your entry must demonstrate:

- Excellence in preventing treatment injuries in primary care.
- Sector collaboration and participation.
- Consideration of sustainability, scalability or ways the initiative could be replicated.
- Impact on improved health equity.

Outline the following:

1. Outline the type of treatment injuries that were targeted and how.
2. Provide evidence, research and analysis that injuries caused by health provider treatments were reduced.
3. How the lessons learned were shared across the healthcare sector and with patients.
4. Describe the planning and implementation of the ways you improved patient safety.

PHARMACEUTICAL SOCIETY INNOVATION IN SERVICE DELIVERY AWARD

This award recognises a forward-thinking person or people who have made primary healthcare services significantly better through new ideas and initiatives. For example, their innovation might have improved patient experiences, health outcomes, access or equity in primary healthcare. The innovation could be clinical, business oriented, technological or other, but should be transformational and or revolutionary!

Please submit no more than 1000 words in total addressing the following criteria. You can enter or nominate someone else for this award.

Criteria

Your entry must demonstrate:

- That the initiative addressed fragmentation in patient services, and enabled better coordinated and more continuous care.
- That the work done was truly innovative and collaborative.
- Consideration of sustainability, scalability or ways the initiative could be replicated.
- Impact on improved health equity.

Outline the following:

1. Outline the problem that needed to be solved and how you went about solving it, ie, describe the innovation and how it was applied.
2. Describe the collaboration with other healthcare professionals.
3. What the outcome was, on whom and why it was transformational.
4. How the results were measured, sustained and able to be replicated.

SOUTHERN CROSS PRIMARY AND SECONDARY INTEGRATION AWARD

This award recognises the success of a project or initiative that is direct result of a primary and secondary care collaboration. The winner of this award will show how the integrated initiative transformed care to produce better more equitable health outcomes and lowered expenses of service delivery. The integration project can be an example from the wide spectrum of health care activities: IT, telemedicine, outpatient care, day to day delivery of care etc.

Please submit no more than 1000 words in total addressing the following criteria. Entrants can be from primary or secondary care; they can enter their own teams – from primary and secondary care – or nominate another's for this award. If applicable, ie, the initiative as developed solely by one person, an individual may enter.

Criteria

Your entry must demonstrate:

- How those involved worked differently from the norm and developed new systems, processes or models of care.
- That the initiative is sustainable and able to be replicated by others in the primary and secondary sectors.
- Transformational change.
- Consideration of sustainability, scalability or ways the initiative could be replicated.
- Impact on improved health equity.
- Collaboration.

Outline the following:

1. Describe the problem to be overcome, with attending complexities.
2. What was the exact nature of the integration initiative and the reasons why it was chosen to be the solution?
3. Provide evidence that the initiative made a significant positive impact on one, some or all of: health outcomes, equity, accessibility, prevention, financial savings or other success.
4. Name one single transformational ingredient that could be applied by others seeking to integrate effectively.
5. Include any accomplishments that were beneficial to your team, practice and patients.

SPARK EXCELLENCE IN INFORMATION TECHNOLOGY AWARD

This award recognises a primary healthcare individual, team or industry supplier that has harnessed the power of information technology to transform a healthcare service. The initiative must be original and benefit a wide range of customers or their business, at least at the primary care level. Whether it be to enhance information flow, clinical services or patient/customer related communications, the initiative must be proven to be secure and sustainable.

Please submit no more than 1000 words in total addressing the following criteria. Entrants can be from primary care or industry in collaboration with primary care, or you can nominate a primary care or industry collaboration.

Criteria

Your entry must demonstrate:

- How the IT initiative is original and transformative.
- How your initiative could be used as a national model.
- Consideration of sustainability, scalability or ways the initiative could be replicated.
- Impact on improved health equity.
- Collaboration.

Outline the following:

1. Describe the problem to be overcome, with attending complexities.
2. What was the exact nature of the initiative and the reasons why it was chosen to be the solution?
3. Provide evidence that the initiative made a significant positive impact on one, some or all of: health outcomes, equity, accessibility, prevention, financial savings, or other success.
4. How this project or initiative was different from others and how it is sustainable and able to be replicated elsewhere.

MINISTRY OF HEALTH EQUITY AWARD

In New Zealand, people have differences in health that are not only avoidable but unfair and unjust. Equity recognises that different people with different levels of advantage require different approaches and resources to reach equitable health outcomes.

The Ministry of Health equity award recognises primary healthcare providers who have taken specific action to address health equity gaps in the populations they serve.

Most importantly, they will have canvassed and listened to the needs of their customer group and designed solutions that meet those needs and, as a result, have significantly improved the health of people in that group.

Criteria

Your entry must demonstrate:

- How the initiative aligned with the specific needs of the target group.
- How the initiative made a significant and measurable difference to the customer group.
- Consideration of sustainability, scalability and/or ability for the project to be replicated.
- Impact on improved health equity.

Outline the following:

1. Describe the investigation undertaken to understand equity differences in the population served.
2. Describe the engagement with that population to understand its needs, and the options to design and deliver effective solutions.
3. Provide details of the implementation of those solutions in partnership with your customer group and other health professionals, with an emphasis on service integration.
4. What the outcomes are to date.

HABIT GROUP BEST MENTAL HEALTH PROGRAMME

This award recognises the achievements of a community based mental health programme or initiative that has made a significant positive impact on the lives of people with experiences of mental unwellness, especially those who are from communities facing social or economic challenges.

Please submit no more than 1000 words in total addressing the following criteria. You can enter or nominate someone else for this award.

Criteria

Your entry must demonstrate:

- How the programme is original and stands out from other similar work.
- How the programme helped Māori or improved equity.
- How the programme could be used as a national model.
- How the programme collaborated with other healthcare professionals.
- Sustainability.

Outline the following:

1. Provide a brief summary of the programme or initiative, including its aims.
2. How the programme or initiative identified and supported the mental health needs of these communities.
3. How people with experience of mental unwellness were involved in the planning and implementation of the programme.
4. Provide a summary of the evaluation data, outcomes and any formal or informal feedback.

MEDISPACE GOOD SPACE AWARD

This award recognises imaginative design of a healthcare facility that contributes to an improved patient/consumer experience, enhancing the model of care and supporting the practitioners who work in the space.

Please submit no more than 1000 words in total addressing the following criteria. You can enter or nominate someone else for this award.

Criteria

Your entry should demonstrate:

- A patient-centred model of care to drive the design.
- A positive impact on patient wellbeing.
- Improved patient journey beyond your clinic's service.
- Promotion of collaboration among health professionals.

Outline the following:

1. How was the space designed to improve patient experiences, physical accessibility, and ease of use of a practice or service.
2. How did the space improve interaction between patients and onsite healthcare providers, and how did it facilitate collaboration with external healthcare providers or the incorporation of additional services.
3. Describe the use of well-building principles in the design and function of the facility.
4. Show how the plan considered patient demographics, cultural needs (equity) and health challenges.

BEST YOUTH OR SENIOR HEALTH SERVICE AWARD

This award recognises the outstanding achievement of a health service designed and delivered either for youth aged 18 to 25 years of age, or for people over 65 years of age. The health service will have made a significant positive impact on the lives of people in these groups and strived to make the service appropriate, engaging and effective for them. The service will have used best practice, excellence and imagination to achieve outstanding outcomes for their customers/patients.

Please submit no more than 1000 words in total addressing the following criteria. You can enter or nominate someone else for this award.

Criteria

Your entry must demonstrate:

- How the service is original and creative.
- How target groups were involved in the design.
- How the service could be used as a national model.
- How the programme collaborated with other healthcare professionals.
- How the programme improved health equity.
- Sustainability.

Outline the following:

1. A brief summary of the service, including its aims.
2. How the service identified and supported the health needs of the customer/patient group.
3. How people in these age brackets were involved in the planning and implementation of the service.
4. A summary of the evaluation data, outcomes and any formal or informal feedback.

RESEARCH AND EDUCATION AWARD

This award recognises a significant high-quality primary healthcare research and or education project or programme. It is open to any individual or group that has developed, implemented and assessed the project/programme. The project/programme should be able to be used to build an evidence base that contributes to health gains and advances the target population's knowledge, resources and people. The project or programme should have been completed in the last 12 months, ie, 1 September 2018 to 1 September 2019, but may have started more than 24 months ago.

Please submit no more than 1000 words in total addressing the following criteria. You can enter or nominate someone else for this award.

Criteria

Your entry must demonstrate:

- Originality and creativity.
- Positive impact on patients/clients.
- How the project/programme could be used as a national model.
- How the project collaborated with other healthcare professionals.
- How the project improved or could improve health equity.
- Sustainability.

Outline the following:

1. Provide a brief summary of the project/programme, including its aims.
2. How the project or programme identified and supported the health needs of the target group.
3. How people in the target group were involved in the planning and implementation of the project/programme.
4. Provide a summary of the evaluation data, outcomes and any formal or informal feedback.

BLUE STAR BEST SUPPLIER SERVICE, PRODUCT OR CAMPAIGN

This award recognises the delivery and support of a product, service or campaign that achieved outstanding results for patients. The service, product or campaign can be shown to have improved an aspect of customer/patient care and or improve the quality/delivery of clinical care.

Please submit no more than 1000 words in total addressing the following criteria. You can enter or nominate someone else for this award.

Criteria

Your entry must demonstrate:

- Originality and creativity.
- Positive impact on patients/customers.
- How service, product or campaign collaborated with other healthcare professionals (if applicable).
- How the service, product or campaign improved health equity (if applicable).
- How the service, product or campaign could be used as a national model.
- Sustainability.

Outline the following:

1. Provide a summary of the service, product or campaign, including its aims.
2. How you identified and supported the needs of your primary healthcare client with this service, product or campaign.
3. Provide a summary of the evaluation data, outcomes and any formal or informal feedback.

GOOD SORT AWARD

A nomination-only award

Think of a person you work with who just goes above and beyond to make people feel better about themselves and where they work. Then nominate them for this award! The winner will have a history of being someone who selflessly gives of their time, they do it to help others out and see people, primary care or their profession flourish. They may be the sort of person who generously contributes their expertise for training or acting as a community advisor or leader without necessarily having this in their title.

Please submit no more than 1000 words in total addressing the following criteria. You can only nominate someone else for this award.

Criteria

Your nomination may include:

- Their focus on patient-centred care and improvement of patient wellbeing, safety and satisfaction.
- Sector collaboration and participation.
- How they improved health equity.

Tell us:

1. Why you believe this person is worthy of the award, include details of what they do to help out and what impacts they have had and on whom.
2. The single quality, eg, kindness, entrepreneurial skill, supreme multitasker, this person possesses that you believe should be acknowledged and celebrated.
3. How their behaviour shows leadership and professionalism and sets an example for others to follow.

GREEN CROSS HEALTH OUTSTANDING CONTRIBUTION TO HEALTH

A nomination-only award

The winner of this prestigious award will be a person working in primary healthcare who has made a stellar contribution to health, and is an absolute inspiration to others. Their contribution could be made over a lifetime, or through one momentous invention or action, or for achieving recognition on the international stage. Whatever it is they have done, or are doing, it has made a significant positive impact on primary healthcare. That impact could be on health providers or teams, or on everyday New Zealand citizens – or both, or more than these. The initiative or work could span any aspect of healthcare, eg, technology, business, clinical services, workforce development, education, research etc.

Please submit no more than 1000 words in total addressing the following criteria. You can only nominate someone else for this award.

Criteria

Your nomination may include:

- Their demonstration of patient-centred care and improvement of patient wellbeing, safety and satisfaction.
- Sector collaboration and participation.
- Impact on improved health equity.

Tell us:

1. Why you believe this person is worthy of the award; include details of projects or initiatives or bodies of work and the impacts they have had and on whom.
2. Why you believe this person's work will inspire others inside and outside of primary healthcare to reach for the same heights in their professional lives.
3. Any other awards or accolades or acknowledgements this person has received.
4. The single quality, eg, doggedness, originality, bravery, that you believe is their secret ingredient to success.

BDO BUSINESS ACHIEVEMENT AWARD

This award recognises excellence in healthcare business acumen and achievement. The winner will be a business (or business owner/manager) that has focussed on being better overall, not just in one small aspect. They will clearly show their ability to adapt their business model to focus on growth and the future of the health industry. Their drive and ambition to be profitable and able to adapt to meet industry challenges will be obvious, as will their willingness to learn as they go.

Criteria

Briefly describe the nature of your business and the challenges you faced, or are still facing, that propelled you to make change. The challenge(s) could be related to your business or healthcare service delivery or both. The winner will have changed their business model, or service delivery, to ensure continued growth and sustainability within the industry. You have collaborated, or are collaborating, with others to achieve success.

Your entry should demonstrate:

- How you and the people you collaborated with developed innovative systems, processes or models in response to your challenges.
- How your business acumen resulted in business growth (or you are on your way to realising business growth).
- That the initiative is sustainable.
- Any positive impacts on the health industry as a result

Outline the following:

1. The details of what you wanted to change and why, eg, did you recognise the problems yourself or did you take advice during this phase, what advice you took and why.
2. The changes you made as a result and how you went about making them. Include any difficulties that you encountered. How did you overcome them?
3. Provide evidence that your efforts improved, or are improving, your business model and more than one other aspect of your business.