

## Sample form, not for offline completion.

Visit <https://submissions.ihf-fih.org> to enter.



# Award for Hospital Operational Excellence

This award is open to IHF Members, their member hospitals or hospital systems who demonstrate measurable success in operational outcomes and efficiencies. The nominations will be a project, programme, or service. Measures could include productivity, financial sustainability, increased access, improved patient satisfaction and engagement, employee satisfaction, and reduced employee turnover. A measurable and sustained track record is required. Examples include, but are not limited to:

- Adapting transformational technologies improving patient flow and results;
- Advancing value-based healthcare demonstrating improved quality and safety of healthcare, while maintaining or reducing costs;
- Implementing new strategies to achieve higher workforce satisfaction, such as demonstrating frontline staff empowerment to identify and solve problems using continuous improvement techniques and data driven decision-making;
- Streamlining processes and eliminating waste and variation across care pathways, from admission to discharge and beyond, encouraging coordination and integration of care;
- Optimizing use of data to drive results, and/or improving cyber and digital security for hospital data.

The recipient of this award will demonstrate measurable success in operational outcomes and efficiencies through projects, programmes, or services.

The Award for Hospital Operational Excellence is sponsored by Mastercard



**Two core IHF programmes are now open for 2024 submissions – the *i-to-i* Innovation Hub and the IHF Awards.**

## About the *i-to-i* Innovation Hub

The *i-to-i* Innovation Hub showcases innovations from around the world that are changing and enhancing how hospital leaders provide hospital care.

The 2024 theme for the Innovation Hub is 'Hospitals of the future'. Submitted innovations should be of interest to World Hospital Congress delegates who are healthcare and hospital leaders and managers.

We are seeking applications from innovators who have developed a unique product, process, or service which solves a specific challenge in a hospital. Submissions could aim to remedy deficiencies in existing products, processes, and services, or create entirely new categories of goods and services, positively disrupting ways of thinking and operating. It should be possible for each innovation to be scaled to other settings, regions, or countries.

For questions about the Innovation Hub, please contact Ilona Johnston at [ilona.johnston@ihf-fih.org](mailto:ilona.johnston@ihf-fih.org) or visit [this page](#) for more information.

## About the IHF Awards

The IHF Awards is an annual event recognizing excellent projects, programmes, and services of hospitals and health service providers across the globe.

There are seven Award categories open for entries:

- Grand Hospital Award
- Award for Hospital Operational Excellence
- Excellence Award for Clinical Quality and Patient Safety
- Excellence Award for Healthcare Workers' Wellbeing
- Excellence Award for Leadership and Management
- Excellence Award for Low-Carbon Healthcare
- Excellence Award for Social and Environmental Responsibility

The winners of the IHF Awards 2024 will be announced during a special Awards Ceremony and Gala Dinner on 11 September at the 47th IHF World Hospital Congress in Rio de Janeiro, Brazil.

For questions related to the IHF Awards, please contact Eleonor Angeles at [eleonor.angeles@ihf-fih.org](mailto:eleonor.angeles@ihf-fih.org) or visit [this page](#) for more information.

## Submission guidelines for the Innovation Hub and IHF Awards

- Entries must be submitted through the IHF online submission platform.
- All entries must be in English, and abbreviations and acronyms must be defined.
- Submitters must choose the IHF programme they wish to enter.
- Each programme has a dedicated online entry form which requires submitters to provide information about the organization.
- It is possible to submit an entry to both the Innovation Hub and IHF Awards. If you choose to do so, please indicate this in your application and use the same contact information in both applications.
- Submitters can upload up to 5 relevant documents in PDF and Word file format. Maximum upload file size is 32MB.
- Links to videos may also be submitted as supporting information.

**The deadline to submit applications for both the Innovation Hub and the IHF Awards is 19 April, 23:59 CEST/GMT+1.**

**To get started, select the programme you wish to submit an application for using the dropdown menu.**

Name of hospital or organization

The IHF Member your organization is affiliated with

▼

Not an IHF Member

Academy of Hospital Administration (India)

Accreditation Canada (Canada)

Aga Khan Health Services & University Hospitals

Alta Scuola di Economia e Management dei Sistemi Sanitari - ALTEMS (Italy)

American College of Healthcare Executives - ACHE (United States)

American Hospital Association - AHA (United States)

Amiri Medical Complex (Afghanistan)

Antwerp University Hospital - UZ Antwerp (Belgium)

Apollo Hospitals (India)

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If your organization is not an IHF member or affiliated with an IHF member, please select "not an IHF member".

If you wish to submit entries for categories where IHF membership is required, please contact [ihf.secretariat@ihf-fih.org](mailto:ihf.secretariat@ihf-fih.org) to inquire about becoming members.

I confirm that I have read the above background information and guidelines carefully.

**Hospitals and healthcare service providers (government, public or private) which are current members of the IHF are eligible for the IHF Awards.**

If you wish to submit entries, please contact [ihf.secretariat@ihf-fih.org](mailto:ihf.secretariat@ihf-fih.org) to find out how your organization can become a member.

**Click 'check eligibility' to proceed.**

Organization description 50 words

Organization profile as you want it to appear to external audiences.

Website URL

Country/Territory

Title of project, programme, or service 20 words

For successful entries, this title will be used in materials for the IHF Awards (i.e. plaque and certificate) and on publications, so please use the official title rather than a description here.

Please provide the following details in support of your application:

1. Provide a 100-word summary of your new or innovative project, programme, or service, and why it deserves the IHF Award (this may appear publicly). 100 words

2. Provide background information on how the project, programme, or service originated. What were the issues and challenges needing to be addressed? How were they identified and measured? What was their impact to your health services or health of the patients and community? Please provide quantitative and qualitative data. 300 words

3. Outline the specific goals and targets envisaged prior to initiation of the project, programme, or service. Are these goals and targets specific, measurable, attainable, relevant and time-bound in addressing the identified issues and challenges? 300 words

4. Describe the steps and stages involved in implementing the project, programme, or service. Include in the description the involvement of management, staff, patients, and other stakeholders. If needed in the implementation, how would additional resources be secured? 300 words

5. How does this project, programme, or service demonstrate the organization's excellence or outstanding achievement in hospital operations? What have been the significant results, outcomes or improvements and how have they been measured to prove that this project, programme, or service is beneficial, efficacious, and/or cost-effective, etc.? 300 words

6. Describe how the project, programme, or service was received by the organization's stakeholders (management, admin and clinical staff, and patients). Has the project been recognized by the community or received an award nationally, regionally or internationally? Has the new project been adopted by other organizations and what is the likelihood for broader use? 300 words

Please attach the endorsement letter from your organization's CEO/President or Chairperson of the Governing Board.



All entries need the endorsement of the organization's CEO, President, Hospital Director or Chairperson of the Governing Board. Download the template here: <https://ihf-fih.org/wp-content/uploads/2024/01/2024-IHF-Awards-CEO-Endorsement-Letter.docx>

Valid file types are PDF (.pdf) and Word document (.doc, .docx).

**Attach a maximum of 5 additional documents to support your entry (optional).**

Your background material can include documents, links, and videos - up to a total of 5.

Valid attachments are PDF (.pdf), and Word (.doc, .docx) with a maximum file size of 32MB.

Submitted links and video files are included in the total of 5 additional documents.

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## Finalize and submit entry

Applications can be saved as 'In progress' for re-editing and modification prior to submission by clicking 'Save + close'.

**Once your entry is final, make sure to click 'Submit entry'.**

All submitters will be notified of the result by July 2024.

For further information on the IHF Awards, please contact:

To: Eleonor Angeles

Subject: IHF Awards submission

Email: [eleonor.angeles@ihf-fih.org](mailto:eleonor.angeles@ihf-fih.org)

