



Hospital Hero Awards 2012

Award Criteria

Hospital Hero Award winners are to be selected based on your hospital's own unique mission and values. Hospital Heroes will be recognized from member hospitals in the HASC region (HASC region counties are: Santa Barbara, Ventura, Los Angeles, Orange, Riverside & San Bernardino). All members of your hospital family are eligible (medical, tech., clinical, admin., volunteers etc...) for the award. *The awards focus on outstanding direct patient care above and beyond the call of duty.*

The award should be given to a person that has made an outstanding contribution to the hospital's own unique service delivery mission within the past twelve months. The award is intended to highlight the outstanding achievements that occur within hospitals each and everyday.

You may also consider the following criteria during your selection process.

- Seeing things through the eyes of patients and their families
- Supporting patients and caregivers to make genuine choices and informed decisions
- Delivering clear improvements in the health, comfort, safety and satisfaction of patients
- Working across professions and organization boundaries to improve the wellbeing of patients
- Evidence that this is not a "one-off" change but an approach that is being spread more widely
- Actively seeking and using feedback of patient experiences
- Engaging with the local community to ensure the development and delivery of appropriate services
- Ensuring that patients find services easy to understand, access and make use of

Each hospital should complete and return the attached nomination form to the Hospital Heroes Selection Committee. Each Hospital Hero nominee (one nominee per hospital) will receive recognition during the luncheon program and in the event tribute journal.

Additionally, the Hospital Heroes Selection Committee will review all nomination forms and identify the most outstanding contributions by county (awards will be given for each of the six counties in the Southern California HASC region) for special recognition during the luncheon event.