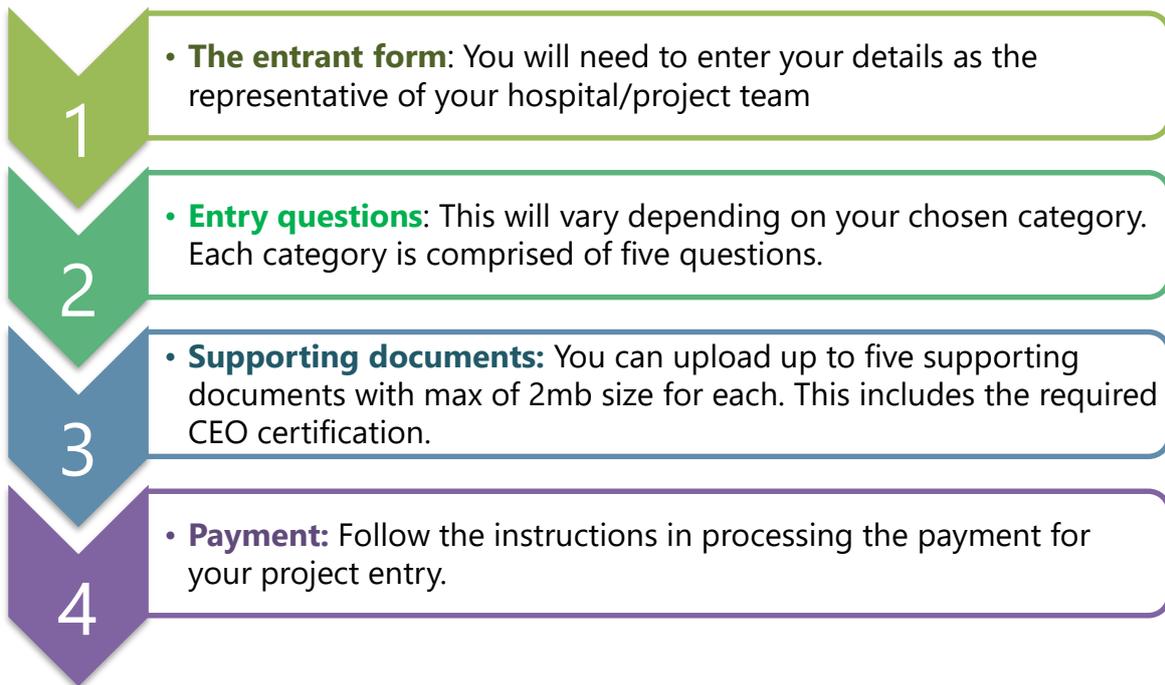




Asian Hospital Management Awards

Submission Flow

There are 4 parts in the submission form:



ENTRY QUESTIONS

I. Patient Safety

Entry Questions:

- BACKGROUND:** Provide some background on how the project originated e.g. problem/ opportunity you were faced with. Focus on the project brief and not an introduction of your hospital. **MAX 350 WORDS**
- GOAL:** Describe what was required to address the problem/ opportunity. Outline what your targets/ goals were. Also provide an overview of the team that was put together to undertake this. **MAX 300 WORDS.**
- ACTIVITY:** Outline the steps or stages of the project and how these were executed by the team. **MAX 300 WORDS.**

4. **RESULT:** Demonstrate the results of the project and how this improved patient safety. Present quantifiable information such as before and after measurements and percentage improvement. **MAX 300 WORDS.**
5. **CLOSING ARGUMENT:** Please outline how sustainable the improvements are, give any other information, including third party testimonial which you think would help convince the judges that this project/program should win. **MAX 250 WORDS.**

II. Community Involvement

Entry Questions:

1. **BACKGROUND:** Provide some background on how the project originated e.g. problem/ opportunity you were faced with. Focus on the project brief and not an introduction of your hospital. **MAX 350 WORDS**
2. **GOAL:** Describe what was required to address the aforementioned problem/ opportunity. Outline what your targets/ goals were and whether any approach was outlined to correlate this program with better community engagement/ practices. Also provide an overview of the team that was put together to undertake this. **MAX 300 WORDS.**
3. **ACTIVITY:** Outline the steps or stages of the project and how these were executed by the team. **MAX 300 WORDS.**
4. **RESULT:** Demonstrate the results of the project and how this was beneficial for the community. How did you measure this? Present quantifiable information such as before and after measurements and percentage improvement. Also provide any qualitative information such as testimonials, awards etc. **MAX 300 WORDS.**
5. **CLOSING ARGUMENT:** Please outline how sustainable the improvements are, and give any other information, including third party testimonial which you think would help convince the judges that this project/program should win. **MAX 250 WORDS.**

III. Most Advanced Healthcare Technology

(Innovations in Healthcare Technology + Innovations in Hospital Management + Mobile & Online Services)

Entry Questions:

1. **BACKGROUND:** Provide some background on how the project originated e.g. problem/ opportunity you were faced with. Provide details of any innovation needs analysis that was conducted. Focus on the project brief and not an introduction of your hospital. **MAX 350 WORDS**

2. **GOAL:** Describe what was required to address the aforementioned problem/ opportunity. Outline what your targets/ goals were and whether any approach was outlined to correlate this innovation with better service. Also provide an overview of the team that was put together to undertake this. **MAX 300 WORDS.**
3. **ACTIVITY:** Outline the steps or stages of the project and how these were executed by the team. Include online and digital tools used to improve your hospital services. **MAX 300 WORDS.**
4. **RESULT:** Demonstrate the results of the project and how this was beneficial for staff, patients, stakeholders etc. Present quantifiable information such as before and after measurements and percentage improvement e.g. were costs reduced, accuracy/ productivity increased, patient safety/ care were improved. **MAX 300 WORDS.**
5. **CLOSING ARGUMENT:** Please outline how sustainable the improvements are, and give any other information, including third party testimonial which you think would help convince the judges that this project/program should win. **MAX 250 WORDS.**

IV. Patient Experience Improvement

(Customer Service + Clinical Service + Nursing Excellence)

Entry Questions:

1. **BACKGROUND:** Provide some background on how the project originated e.g. problem/ opportunity you were faced with. Focus on the project brief and not an introduction of your hospital. **MAX 350 WORDS**
2. **GOAL:** Describe what was required to address the problem/ opportunity. Outline what your targets/ goals were and whether any approach was outlined to correlate this program with better patient service and quality of care. Also provide an overview of the team that was put together to undertake this. **MAX 300 WORDS.**
3. **ACTIVITY:** Outline the steps or stages of the project and how these were executed by the team. How did you engage your team with a culture of patient service excellence? **MAX 300 WORDS.**
4. **RESULT:** Demonstrate the results of the project and how this was beneficial for the patients. How did you measure this? Present quantifiable information such as before and after measurements and percentage improvement. Outline the financial impact in terms of investment/ reduction of costs. **MAX 300 WORDS.**
5. **CLOSING ARGUMENT:** Please outline how sustainable the improvements are, and give any other information, including third party testimonial which you think would help convince the judges that this project/program should win. **MAX 250 WORDS.**

V. Financial Improvement

(Cost Reduction + Facility Management & Financial Improvement)

Entry Questions:

1. **BACKGROUND:** Provide some background on how the project originated e.g. problem/ opportunity you were faced with. Focus on the project brief and not an introduction of your hospital. **MAX 350 WORDS**
2. **GOAL:** Describe what was required to address the problem/ opportunity. Outline what your targets/ goals were and whether any approach was outlined to correlate this program with efficient cost and waste management. Also provide an overview of the team that was put together to undertake this. **MAX 300 WORDS.**
3. **ACTIVITY:** Outline the steps or stages of the project and how these were executed by the team. **MAX 300 WORDS.**
4. **RESULT:** Demonstrate the results of the project e.g. provide details of what costs (wastes) were reduced and the impact. How did you measure this? How was the project beneficial from the patient's perspective? Were any savings passed onto the patient? Present quantifiable information such as before and after measurements and percentage improvement. Outline the financial impact in terms of investment/ reduction of costs in equipment and facilities improvement. **MAX 300 WORDS.**
5. **CLOSING ARGUMENT:** Please outline how sustainable the improvements are, and give any other information, including third party testimonial which you think would help convince the judges that this project/program should win. **MAX 250 WORDS.**

VI. Talent Development

(Includes programs for training, retraining, and retaining staff)

Entry Questions:

1. **SITUATION:** Provide some background on how the project originated e.g. problem/ opportunity you were faced with. Provide details of any training needs analysis that was conducted. **MAX 350 WORDS.**
2. **GOAL:** Describe what was required to address the problem/ opportunity. Outline what your targets/ goals were and whether any approach was outlined to correlate this program with better service. Also provide an overview of the team that was put together to undertake this and the percentage of staff this represented. **MAX 300 WORDS.**
3. **ACTIVITY:** Outline the steps or stages of the project and how these were executed by the team. **MAX 300 WORDS.**

4. **RESULT:** Demonstrate the results of the project and how this was beneficial for the staff (e.g. skill development, morale), as well as the benefits from the patient's perspective and experience. Present quantifiable information such as before and after measurements and percentage improvement. **MAX 300 WORDS.**
5. **CLOSING ARGUMENT:** Please outline how sustainable the improvements are, and give any other information, including third party testimonial which you think would help convince the judges that this project/program should win. **MAX 250 WORDS.**

VII. Marketing and Branding Campaign

(Includes programs focused on how hospitals utilise online and digital tools in marketing activities)

Entry Questions:

1. **BACKGROUND:** Provide some background on how the project originated e.g. problem/ opportunity you were faced with. Focus on the project brief and not an introduction of your hospital. **MAX 350 WORDS**
2. **GOAL:** Give details of how generation of revenue or online traffic resulted from the project. How is the effectiveness of the program measured? Outline what your targets/ goals were. Also provide an overview of the team that was put together to undertake this. **MAX 300 WORDS.**
3. **ACTIVITY:** Please describe the traditional and online marketing tools that were used to improve revenue. What Social Media or other online tools were used? Did it reach the intended target market efficiently and effectively? **MAX 300 WORDS.**
4. **RESULT:** Does the project show the hospital in the light it was intended? Was the project beneficial from the patient's perspective and experience? Present quantifiable information such as before and after measurements and percentage improvement. **MAX 300 WORDS.**
5. **CLOSING ARGUMENT:** Please outline how sustainable the improvements are, and give any other information, including third party testimonial which you think would help convince the judges that this project/program should win. **MAX 250 WORDS.**

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