

# The Royal Melbourne Hospital Celebrating Excellence Awards 2024

## Nomination guidelines

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Have a question about the awards or need help selecting the best category to showcase your nomination?  
Email the Celebrating Excellence Awards team at [mh-communications@mh.org.au](mailto:mh-communications@mh.org.au)

## About the awards

The Royal Melbourne Hospital's annual Celebrating Excellence Awards celebrate our people, our values and our achievements. These awards are a way of recognising individuals and teams across our health service who are leading and working the Melbourne Way, making a difference to the way we work and improving outcomes for our patients and consumers.

Over the years, these awards have unearthed many 'quiet achievers' and some outstanding projects and innovations that are supporting our organisation to advance health for everyone, every day.

### Who is eligible?

All RMH staff are eligible. There are also awards that recognise our consumers and volunteers. Please refer to pages 3-8 for the specific eligibility requirements and award-specific criteria.

### Who can nominate?

Any RMH staff member, volunteer or consumer representative can submit a nomination. As part of the submission process, **an RMH Executive member or General Manager must endorse your nomination.**

### Key dates

<b>Nominations open</b>	Monday 19 August 2024
<b>Nominations close</b>	COB Monday 30 September 2024
<b>Finalists announced</b>	Wednesday 9 October 2024
<b>Winners announced</b>	Thursday 21 November 2024 Celebrating Excellence Awards

### How to submit a nomination

1. Read this nomination guide.
2. Determine the most appropriate category to showcase your nomination.
3. Download the relevant nomination form at [thermh.org.au/cea](https://thermh.org.au/cea) and complete in full.  
**Please ensure you have addressed the general selection criteria, plus the award-specific criteria for the category you are nominating for.**
4. Have your completed nomination form endorsed by an Executive or General Manager.
5. A high-quality photo is required with your entry – keep in mind this may be shared on internal (ie Workplace, intranet) and external (ie social media) channels.
6. Upload your completed entry (nomination form, photo and supporting document, if relevant) online at [thermh.org.au/cea](https://thermh.org.au/cea) by **COB on Monday 30 September 2024.**

## Key nomination criteria

### General awards

All nominations in the following categories should address the criteria for general awards:

- The Melbourne Award
- The Next Generation Award
- Excellence in Allied Health
- Excellence in Clinical Support Services
- Excellence in Medicine
- Excellence in Nursing
- Excellence in Research
- Excellence in Support Services
- Consumer and Carer Excellence
- Volunteer Excellence

Nominations in these categories are marked out of 10 points – see weighting below.

**If your nomination is for the Excellence in Improvement and Innovation or Excellence Together awards, please refer to pages 4-5 for those awards' criteria and score weighting.**

### Abstract – not scored

A 60-word summary of the individual/team being nominated. It may be helpful to complete the other sections first and come back to this section, taking the best pieces of each of the other criteria.

### About the nominee – worth up to 1 point

This section introduces the nominee/s and should provide a summary of their experience and expertise, and the nature of their work at the RMH. Describe the breadth and depth of their role.

### Award-specific criteria – worth up to 5 points

You must address the criteria specific to the category you are entering your nomination in. **Please refer to the table on pages 6-9 for details, as each category has its own criteria.**

### Impact and outcomes – worth up to 4 points

This section looks at the impact of the nominee/s contribution and their commitment to the organisation and the broader community. Describe how the benefits from the nominee/s achievements have supported the organisation, our patients or consumers and the community.

## **Excellence in Improvement and Innovation**

This section relates to new initiatives and projects and therefore has separate criteria to the other award categories and its own nomination form. This award is scored out of a possible 15 points.

### **Abstract – this section is not scored**

Summarise the nomination in 60 words or less. It may be helpful to complete the other sections first and come back to this section, taking the best pieces of each of the below.

### **Planning and preparation – worth up to 2 points**

How was the need and scope of the problem identified? Describe who was involved in identifying the need, including any consumer involvement. What additional planning was done to support the new approach? How were First Nations peoples and a diverse range of perspectives (people from various cultural backgrounds; LGBTIQA+ community; people with a disability) included in this stage?

### **Objectives – worth up to 1 point**

What were the objectives? Describe how these were defined, and how they met the needs of the target audience. How was delivering person-centred care and a consumer focus built into your project? Give examples.

### **Methods and implementation – worth up to 3 points**

Describe the methodology used to design and implement your innovation, including key stakeholders and consumers. How were they involved? How was the innovation applied practically? Include the key tasks, timelines, monitoring and evaluation.

### **Results and outcomes – worth up to 3 points**

What was your achievement against the objectives? Describe the way the initiative has helped us deliver our purpose of advancing health for everyone, every day.

**Please note:** The judges look for data or stories from/about those people who use the service that show how you have achieved your objectives. You are encouraged to supply data (charts and tables etc) or qualitative narratives in your support document. Please explain how the data (such as graphs, tables) or stories show improvement/benefit. If relevant, include the sample/population size so the judges know the scale of the work.

### **Status and sustainability – worth up to 2 points**

What is the current status of the project? What are the plans to ensure the innovation/improvement provides ongoing benefits to the patient/consumer, their loved ones, the service and the RMH, and/or the community? Have you shared, or are there opportunities to share, the initiative with others in the organisation or within the health sector?

### **Budget – worth up to 1 point**

What were the direct and indirect costs, including staffing, financial and in-kind resources? Does the project/initiative represent good value?

### **Improvement, innovation and excellence – worth up to 3 points**

Explain what was innovative about the project/initiative, or how it was an improvement on what was previously in place. How does it promote quality and excellence, and the RMH purpose to advance health for everyone, every day? What challenges or barriers did you overcome?

## **Excellence Together**

This section relates to multidisciplinary initiatives and projects, and/or projects that were a collaboration between the RMH and other health services. This award, therefore, has separate criteria to the other award categories and its own nomination form. This award is scored out of a possible 15 points.

### **Abstract – this section is not scored**

Summarise the nomination in 60 words or less. It may be helpful to complete the other sections first and come back to this section, taking the best pieces of each of the below.

### **Planning and preparation – worth up to 2 points**

How was the need and scope of the problem identified? Describe who was involved in identifying the need, including any consumer involvement. What additional planning was done to support the new approach? How were First Nations peoples and a diverse range of perspectives (people from various cultural backgrounds; LGBTIQ+ community; people with a disability) included in this stage?

### **Objectives – worth up to 1 point**

What were the objectives? Describe how these were defined, and how they met the needs of the target audience. How was delivering person-centred care and a consumer focus built into your project? Give examples.

### **Methods and implementation – worth up to 3 points**

Describe the methodology used to design and implement your project, including key stakeholders and consumers. How were they involved? How was the innovation applied practically? Include the key tasks, timelines, monitoring and evaluation.

### **Results and outcomes – worth up to 3 points**

What was your achievement against the objectives? Describe the way the initiative has helped us deliver our purpose of advancing health for everyone, every day.

**Please note:** The judges look for data or stories from/about those people who use the service that show how you have achieved your objectives. You are encouraged to supply data (charts and tables, etc.) or qualitative narratives in your support document. Please explain how the data (such as graphs, tables) or stories show improvement/benefit. If relevant include the sample/population size, so the judges know the scale of the work.

### **Status and sustainability – worth up to 2 points**

What is the current status of the project? What are the plans to ensure the project provides ongoing benefits to the patient/their family, the RMH and/or the community? Have you shared, or are there opportunities to share, the initiative with others in your organisation or within the health sector?

### **Budget – worth up to 1 point**

What were the direct and indirect costs, including staffing, financial and in-kind resources? Does the project/initiative represent good value?

### **Excellence Together – worth up to 3 points**

Describe how the initiative or project took a multidisciplinary and/or collaborative approach to improve health outcomes, patient and consumer experiences, or an organisational need. How did you foster engagement, collective input and collaborate? And how did this approach improve or shape your project?

## People's Choice Award

Nominations cannot be submitted for this award, which celebrates those that have delivered and supported great care across the RMH throughout 2024 through the You Made a Difference nominations. The winners will be determined by a vote on a live poll on Workplace. There will be one individual winner, and one team winner.

## Award categories

The Celebrating Excellence Awards recognise great work at the RMH in 2024 across 13 award categories.

Category	About the award	Eligibility	Award-specific criteria
<b>The Melbourne Award</b>	<p>This is the Royal Melbourne Hospital's highest achievement award and will be awarded to a staff member who lives and works by the organisation's values – the Melbourne Way.</p> <p>The award recognises the unique impact of an individual who over a significant period of time has embodied our organisational values of People First, Lead with Kindness, and Excellence Together.</p>	<p>Open to individual nominations only.</p> <p>Teams are not eligible.</p>	Describe how the nominee has demonstrated their commitment to providing the best possible care or service to their patients, consumers or community over a number of years and why this has been exceptional.
<b>Next Generation Award</b>	This award recognises an individual who has made a significant impact on the RMH in a short amount of time and who embodies our values of People First, Lead with Kindness, and Excellence Together.	<p>Open to individual nominations from any discipline among clinical, non-clinical and support services.</p> <p>This individual must have worked at the RMH for less than five years.</p> <p>Teams are not eligible.</p>	Describe how the nominee has demonstrated their commitment to providing the best possible care or service to their patients, consumers or community in their time at the RMH and why this has been exceptional.
<b>Excellence in Improvement and Innovation</b>	This award honours innovations or improvement projects from the year that demonstrate our purpose of advancing health for everyone, every day.	Open to individual and team nominations.	<b>Please review the key nomination criteria on page 4.</b>
<b>Excellence Together</b>	This award honours initiatives and projects by an outstanding multidisciplinary team, or projects that were a partnership between the RMH and other health services, showcasing the high standards achieved through true collaboration.	<p>Open to team nominations only. This team may be made up of clinical and/or non-clinical roles, and/or may include collaborations with other health services.</p> <p>Individuals are not eligible.</p>	<b>Please review the key nomination criteria on page 5.</b>

Category	About the award	Eligibility	Award-specific criteria
<b>Excellence in Research</b>	This award recognises the achievements of an individual or a team who has made a significant impact in clinical research that has improved patient care.	Open to individual and team nominations.	Describe how the research has improved or will improve health outcomes, patient experience or organisational outcomes. What evidence or data is there to support these results? How does the research represent excellence and innovation in clinical research?
<b>Excellence in Allied Health</b>	This award recognises outstanding leadership and commitment to patient/consumer care by an individual or team in allied health. Nominees must: <ul style="list-style-type: none"> <li>• Have a commitment to providing person-centred care and work by the organisation's values</li> <li>• Encourage others to achieve their best</li> <li>• Be advocates for advancing the allied health profession</li> <li>• Demonstrate a safety culture approach in their work and to their colleagues</li> </ul>	Open to both individual and team nominations from the allied health workforce.	Provide examples of how the nominee/s demonstrated outstanding leadership in allied health in 2024 and made improvements for both staff and patients.
<b>Excellence in Medicine</b>	This award recognises outstanding leadership and commitment to patient/consumer care by an individual or team in the medical field. Nominees must: <ul style="list-style-type: none"> <li>• Display outstanding leadership in medicine and work by the organisation's values</li> <li>• Have a commitment to providing person-centred care</li> <li>• Encourage others to achieve their best</li> <li>• Be advocates for advancing the medical profession</li> <li>• Demonstrate a safety culture approach in their work and to their colleagues</li> </ul>	Open to both individual and team nominations from the medical and surgical workforce.	Provide examples of how the nominee/s demonstrated outstanding leadership in medicine in 2024 and made improvements for both staff and patients.
<b>Excellence in Nursing</b>	This award recognises outstanding leadership and commitment to patient/consumer care by an individual or team in the nursing field. Nominees must: <ul style="list-style-type: none"> <li>• Display outstanding leadership in nursing care and work by the organisation's values</li> <li>• Have a commitment to providing person-centred care</li> <li>• Encourage others to achieve their best</li> <li>• Be advocates for advancing the profession of nursing</li> <li>• Demonstrate a safety culture approach in their work and to their colleagues</li> </ul>	Open to individual and team nominations from the nursing workforce.	Provide examples of how the nominee/s demonstrated outstanding leadership in nursing in 2024 and made improvements for both staff and patients.



Category	About the award	Eligibility	Award-specific criteria
<b>Excellence in Clinical Support Services</b>	<p>This category recognises outstanding leadership and commitment to patient/consumer care by an individual or team in clinical support services.</p> <p>Nominees must:</p> <ul style="list-style-type: none"> <li>• Have a commitment to providing person-centred care and work by the organisation's values</li> <li>• Encourage others to achieve their best</li> <li>• Be advocates for advancing their profession</li> <li>• Demonstrate a safety culture approach in their work and to their colleagues</li> </ul>	Open to both individual and team nominations from clinical support services.	Provide examples of how the nominee/s demonstrated outstanding leadership in clinical support services in 2024 and made improvements for both staff and patients.
<b>Excellence in Support Services</b>	This category recognises an individual or team whose commitment extends beyond the requirements of their non-clinical support services role to help deliver great patient care and positively influence the organisation.	Open to both individual and team nominations from non-clinical support services.	Provide examples of how the nominee/s demonstrated outstanding leadership in carer and consumer collaborations, partnerships and co-design that led to positive impacts at the RMH for our community and the delivery of our services.
<b>Consumer and Carer Excellence</b>	This award recognises excellence in consumer and carer collaboration that has delivered positive impacts for our patients, consumers, carers and the RMH.	Open to both individual and team nominations.	Provide examples of how the nominee/s demonstrated outstanding leadership in carer and consumer partnerships in 2024 and made improvements for staff and patients.
<b>Volunteer Excellence</b>	This award recognises the valuable commitment and contribution the RMH volunteers make to the organisation, our patients and consumers and our community.	Open to both individual and team nominations from volunteers.	<p>Provide examples of how the nominee/s contributes to the RMH.</p> <p>What skills and/or expertise has the nominee/s brought to their role as a volunteer?</p> <p>How does the nominee demonstrate their commitment to great care and showcase the Melbourne Way?</p>
<b>People's Choice Awards</b>	This award celebrates great contributions from those who have delivered and supported great care across the RMH throughout 2024 through the You Made a Difference nominations.	<p>Nominations cannot be submitted for this award.</p> <p>Nominations for the You Made A Difference Awards can be made at any time via the <a href="#">RMH website</a>.</p>	The winners of this award will be determined through an open poll. There will be one individual winner, and one team winner.