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| City of St. Louis  Department of Health  Team Excellence Award   |  |  |  | | --- | --- | --- | |  |  |  | |
| AWARD CRITERIA & NOMINATION FORM[Continue Your Message Here] |
| logHDUpdated 11/10/15 |

Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Director of Health

The Health Department’s Team Excellence Award is presented quarterly to a team of 3 or more employees who are improving the quality of the work, processes, and/or outcomes of the essential services we perform. This award recognizes the use of continuous quality improvements tools, problem solving processes, team dynamics and communication skills. It complements our efforts to develop a culture of quality and be a more effective and responsive health department.

Employees, Managers, and the Board of Health are encouraged to nominate employee teams for the award.

#### Team Excellence Award Criteria

The criteria for the team evaluation are grouped in two categories: Team Operation (weighted at 50%) and Results (weighted at 50%). Teams must excel in at least on criterion from each of these categories; teams may re-apply (except the award recipient) and must have completed some of the team’s work in the quarter that the award is given.

**TEAM OPERATION (50%)**

Teams address many complex challenges and are structured according to the task at hand. Effective teams have operations with these characteristics:

**Leadership** – Excellent teams become role models for other teams in the organization. They focus on goals, excel at communication and lead their agencies to higher standards.

**Alignment with Organization Mission and Strategic Goals** – Teams exhibit clarity of purpose in executing their charters and achieving goals in alignment with the organization’s strategic plan.

**Use of Best Practices or Evidence-Based Models, Continuous Quality Improvement and Measurement Tools**- Effective teams use group processes and fact-based decision making, employ tools and techniques that solve problems, improve work processes and create environments of continuous learning.

**Team Work Processes** – Successful teams strive for excellence with every task, excelling at communication, organization, employee and customer involvement, decision making and improvement strategies.

The nomination submitted will be evaluated in the areas of problem identification, root cause analysis, team approach, and solution implementation.

**RESULTS (50%)**

Results are measurable outcomes that contribute to the overall success of the organization. Results need to be aligned with the organization’s mission and represent measurable and sustainable performance. Statewide and/or national recognition, or publication of findings may already have been achieved. Examples of outstanding results include:

**Superior Operating Results** – Teams that produce outstanding results in direct support of the organizations primary mission or strategic goals.

**Outstanding Task or Project Completion** – Teams that solved a major problem, completed a difficult task, or provided timely emergency response.

**Excellent Customer-Focused Results**- Teams that addressed customer concerns and produced a direct and positive impact on customers.

**Major Cost Savings** – Teams that have produced significant resource savings in staffing effort and/or direct costs.

**Engaging Partners and/or the Community**- Teams that enhance partnerships or improve community involvement in targeting health disparities, violence prevention, sustainability and/or public health.

The results of the team will be evaluated in terms of significance to public health, and the tangible and intangible results achieved by the team.

##### Nominations

Nominations for the Team Excellence Award must include a completed nomination form addressing the team operations criteria and the results questions. No more than 8 additional pages of examples, tools, pictures, etc. may be submitted to support the criteria.

##### Submission Deadline

Email nominations to [xxx@stlouis-mo.gov](mailto:xxx@stlouis-mo.gov) with the subject line: Team Excellence Award. Nomination forms should be attached to the email. All nominations for the Team Excellence Award must be emailed by the 3rd Friday of the following months: March for 1st Quarter, June for 2nd Quarter, September for 3rd Quarter, and December for 4th Quarter.

##### Eligibility

Teams with 3 or more employees of the St. Louis City Department of Health.

##### Selection Team

The Selection Team includes 5 members of the Performance Management Team and/or Quality Improvement Steering Committee. When members of the Performance Management Team or Quality Improvement Team are eligible for the award, they will not participate in the Selection Team.

##### Awards

Each quarter, one team is selected to receive the Team Excellence Award (additional awards may be given for exceptional performance). Team members are presented with certificates and the team picture will be placed in the Award Plaques hung throughout the department. Winning teams will also be recognized at the All-Staff meetings. All award winners are also eligible for the annual QI Champion Award.

**Annual QI Champion- Selection & Nomination Criteria**

1. Must be a full time employee
2. Participated in at least one QI Project
3. Uses and analyzes data
4. Helps coworkers in quality improvement activities
5. Uses QI tools with one’s own work
6. Encourages a quality culture
7. Nominated by a coworker, supervisor, manager, or QISC (annual nominations accepted by email between November 1st and December 10th)
8. Nominations include a written summary, no longer than one page, of why you feel this employee should be the Annual QI Champion. Email nominations to [xxx@stlouis-mo.gov](mailto:xxx@stlouis-mo.gov) by December 10th.
9. Selection is made by the QISC, therefore, QISC members are not eligible.
10. Only one employee will be selected as the QI Champion, but honorable mentions may be given to other employees.

For Further Information or Questions contact \_\_\_\_\_\_\_\_\_, phone:



###### Team Excellence Award – Nomination

Instructions- Please complete this form in its entirety and email it to [xxx@stlouis-mo.gov](mailto:xxx@stlouis-mo.gov).

Date: Team Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(note: please use the exact title of the team to be recognized)

Program Area (note: please list all program areas involved in the project):

Date of Project Initiation: Is this project **complete** or **ongoing**?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Team Leader’s Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Team Leader’s Phone Number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nominated by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Nominator’s Phone Number:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Team Members (This is exactly how the names will appear on the certificates and in any press release):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| First Name | Last Name |  | First Name | Last Name |
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Summary Statement

Briefly summarize the team’s composition, results achieved and significance to Public Health. (This is the statement that will be used to draft a press release)

**Please attach additional sheets of paper (no more than 8) to answer the following questions or provide descriptions. Feel free to attach any quality improvement tools such as logic models, fishbone diagrams, affinity diagrams, graphs, and/or storyboards.**

Team Operations Criteria (50%)

1. Project Planning
   1. Explain why the project was chosen.
   2. Explain how the project supports the organization’s mission and strategic goals.
   3. Identify how stakeholders/customers benefit from the project.
2. Identifying Needs
   1. Explain the process used to identify root causes and/or opportunities to improve.
   2. Describe the methods used by the team to analyze the information and data to identify the project need.
3. Team Approach
   1. Explain the team’s approach to solve problems and make decisions.
   2. Explain the methods used by the team to evaluate potential solutions.
   3. Describe how stakeholders/customers/community were involved in the project.
4. Implementing Solutions
   1. If the team encountered resistance to the project, how was it overcome?
   2. Explain how management support was obtained to implement the action plans.

Results Criteria (50%)

1. Describe the significance of the results achieved. Include any performance measures established or evaluated.
2. Describe the tangible and intangible benefits of the project.