Florida Hospices and Palliative Care's
Call for Nominations

2011
Awards of Excellence
May 5, 2011
Rosen Shingle Creek Hotel, Orlando, Florida

floridahospices.org
Florida Hospices and Palliative Care (FHPC) is delighted to once again announce the annual **Awards of Excellence in Hospice and Palliative Care** Luncheon to be held on **Thursday, May 5, 2011**, in conjunction with our 26th Annual Forum at the Rosen Shingle Creek Hotel and Conference Center in Orlando, Florida.

Excellence in the delivery of hospice and palliative care is the hallmark of hospice providers and professionals in Florida. FHPC celebrates the importance of excellence with our Annual Awards of Excellence program.

FHPC created the Awards of Excellence program in order to identify, recognize and showcase the outstanding and innovative work of individual staff members and hospice programs across the state of Florida. These Awards aim to provide a forum where the individual hospice staff member and hospice team may be honored by their peers for the excellence they display.

The awards are presented in a total of three individual award categories and six program award categories. These categories are:

- **Individual Awards**
  - Excellence in Interdisciplinary Practice
  - The Barbara Janosko Excellence In Leadership Award
  - The Hospice Storybook Award

- **Program Awards**
  - Excellence in Program Innovation – Community Outreach (three awards)
  - Excellence in Program Innovation – Clinical Practice (three awards)

Nominations are judged by an Awards of Excellence Selection Committee. The selection committee is looking for examples and specific details that demonstrate how nominees have gone above and beyond expectations. There are many fabulous hospice and palliative care employees and programs who do a great job everyday, so be sure to articulate how your nominee goes above and beyond expectations. Nominees do not compete against each other; rather they are judged individually against a high standard of excellence and innovation. Nominees must be FHPC members in good standing at the time of the nomination and at the time of the award presentation.

**Submissions Must Be Received No Later Than March 11, 2011.**

Please take this opportunity to nominate your colleagues whose efforts exceed expectations and raise the bar for the delivery of hospice and palliative care.

**NOTE:** All Awards are made at the discretion of the FHPC Awards of Excellence Selection Committee, which may choose to grant no award or multiple awards in a category and may assign nominees to a category other than the original submission category. Nominations not adhering to nomination guidelines and submission procedures will be rejected. Submitted materials will not be returned.
The Barbara Janosko Excellence In Leadership Award recognizes an individual in a midlevel management position whose work has promoted the advancement of excellence in hospice and palliative care. This individual demonstrates exceptional service, creativity and leadership. For this award the selection committee will be particularly seeking demonstration of leadership, not only within the nominee’s hospice program, but also through inter-organizational relationships.

About Barbara Janosko
Barbara Janosko, RN, MSM, distinguished herself as an exceptional leader in the state of Florida throughout her 19-year career in hospice and palliative care. Her pursuit of excellence and quality interdisciplinary practice raised the bar of palliative care practice within her organization and our state. Barbara’s professional knowledge, strong ethical values, and collaborative leadership style epitomize the excellence in leadership that we admire. We honor her memory with this award. Barbara Janosko, 1943-2008.

What are the eligibility requirements?
• Nominees must have a minimum of two years hospice and/or palliative care experience.
• Individuals must be nominated by their hospice (cannot self-nominate). Nominations must be approved by the department manager and the agency CEO (or designee).
• The nominator is responsible for soliciting and compiling all required nomination materials and for submitting the completed nomination forms. The submission of supporting materials is encouraged, but not required.
• Nominees may not be currently serving on the FHPC Awards of Excellence Selection Committee.

Nomination Guidelines:
• Complete the enclosed nomination form.
• Submit an essay supporting the nomination (maximum two pages).
• Nominators may be asked to participate in a telephone interview with the Awards of Excellence Selection Committee (tentatively scheduled for March 23, 2011).
• Optional: Submit other supporting materials and up to three digital photos.

The Excellence in Interdisciplinary Practice Award recognize individual hospice and palliative care professionals who have attained outstanding achievements in the direct provision of care to patients and families. These professionals demonstrate peer leadership and exemplify the provision of highest quality care. Nominees may represent any interdisciplinary team member who has regular direct interaction with patients and families.

What are the eligibility requirements?
• Nominees must have a minimum of two years hospice and/or palliative care experience.
• Individuals must be nominated by their hospice (cannot self-nominate). Nominations must be approved by the department manager and the agency CEO (or designee).
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What Should My Nomination Look Like?
Here are sample nominations that demonstrate the type of nominations that the selection committee seeks.

A Good Nomination (Specific examples are included, but with minimal detail)
I want to nominate Jane Smith for the Excellence in Patient Care Award. She deserves the award because she works very hard to promote excellence on her team.

She mediated an argument this year between two CNAs and got them to sign an agreement. Her teammates think the world of her and know they can count on her when the chips are down.

Communication and documentation improved this year because of what she taught our teams in a presentation entitled “Federal Regulations.” Her presentation was funny and everyone enjoyed it.

Jane has very successfully dealt with some difficult patients this year. She helped a homeless man and his son find lodging and helped locate the boy’s mother. She went above and beyond helping this man die peacefully.
She is an excellent nurse and her dedication to her work, her patients and her community is an example that others should follow. For this reason, I nominate Jane Smith for the Award of Excellence.

A Great Nomination (Examples are given with lots of details)
I would like to nominate Jane Smith for the Excellence in Patient Care Award.

Jane has made a positive contribution to our staff for the past five years; however she has really demonstrated excellence this year. She has capably handled several difficult situations within our team, including team conflicts, staff documentation, re-education, and a very challenging patient case.

Jane consistently does what she can to promote team cohesiveness. This year she offered to mediate an extremely difficult team conflict. When she initially became involved, the two CNAs were not speaking to each other and were each threatening to go to the administration to have the other transferred. However, after meeting with Jane and discussing their differences of opinion, they agreed upon a contract for future interactions. Both members are working together peacefully now. Jane set an example for the whole team: she listened to viewpoints, validated feelings and avoided taking sides. She helped the whole team accept different ideas, grow in their communication skills and deal with an uncomfortable situation successfully.

Jane is dedicated to the improvement in hospice care and team collaboration. She used her enthusiasm and creativity on the Federal Regulations Committee to develop a presentation on how to improve documentation. She used skits and funny scenarios to present the information in a way that appealed to the adult learner. She changed individual perspectives and improved documentation skills across all disciplines with her creative approach to this sometimes boring topic.

Jane is never daunted by difficult cases, however this case was particularly challenging. A 42 year old man with pancreatic cancer and his 12 year old son were homeless when she was assigned to them. Not only did Jane work with her IDT to provide medication and emotional-spiritual care, she spearheaded the outreach to community organizations to provide food and lodging. She and the social worker searched on the internet to locate the boy’s mother and solicited donations to pay the airfare for him to join his mother in Kentucky. The man passed peacefully, knowing that his son was in safe hands.

Overall, I believe that Jane has gone above and beyond the expectations of a hospice nurse. Her leadership inspires others to excellence. She maintains the highest of standards, works diligently to reach her goals and perseveres until it is done. She has a creative mind, a willing spirit and a dedicated heart; for this reason I nominate Jane Smith for the Award of Excellence.
This nomination is for the following award (check only one):

- [ ] Excellence in Interdisciplinary Care
- [ ] Barbara Janosko Excellence in Leadership Award

### Nominee Information

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Email: david@floridahospices.org
Fax: 850.878.5688

### Nominator Information

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<th>Nominator Title:</th>
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Email: 

### Signature

- Signature of Department Manager:

  (Signature of department manager required to nominate)

- Signature of Agency CEO:

  (Signature of agency CEO or designee required to nominate)

1. How long has the nominee practiced within the area of hospice and/or palliative care?
2. Please list any specialty education, training or certifications (ELNEC, ACHPN®, CHPN®, etc.) the nominee has earned.
3. Please list any professional memberships of the nominee.

Submit an essay (no more than two pages in length) that includes the following information:

1. Cite examples of personal leadership and describe how the nominee demonstrates exceptional service or creativity in his/her role.
2. Enumerate ways the nominee demonstrates and promotes communication, cooperation and collaboration within his/her team, department and hospice organization.
3. Describe how his/her qualities, actions and work have promoted the advancement of excellence in hospice and palliative care.

See nomination hints within this packet that may help to formulate your essay.

**Submissions Must Be Received No Later Than March 11, 2011.**

Nominations may be made via e-mail (preferred), fax or postal mail. Send submissions to:

- E-mail: david@floridahospices.org
- Fax: 850.878.5688
- Florida Hospices and Palliative Care
  Attn.: Awards of Excellence
  2000 Apalachee Parkway, STE 200
  Tallahassee, Florida 32301
The Excellence in Program Innovation Award recognizes the accomplishments that hospice and palliative care programs have made as a team or organization in bringing innovative services and programs to their practices and their communities. The winning programs will demonstrate creativity and ingenuity.

We highlight these programs not only to reward accomplishments, but also to challenge others to adapt these inspirational ideas to their own programs and communities. The sharing of ideas will create the “best practices” that will propel all of us forward. As author Ken Blanchard has said, “None of us is as smart as all of us.”

With this in mind, please consider carefully the information you include in your nomination. While we would like you to include enough information and specific details that would allow others to develop similar programs based upon your model, please do not include information that you would consider proprietary or sensitive.

Categories:
- Excellence in Program Innovation – Community Outreach
- Excellence in Program Innovation – Clinical Practice

A total of three awards will be presented in each category. Programs of similar size will be judged together. Program divisions are based upon reported annual admissions statistics (as reported July 09 - June 10).
- Annual Admissions of 1000 or less
- Annual Admissions of 1001 to 3000
- Annual Admissions of 3001+

What are the eligibility requirements?
- The program must have been in existence for a minimum of one year.
- Nominations must be approved by the manager and the agency CEO (or designee).
- The nominator is responsible for soliciting and compiling all required nomination materials and for submitting the completed nomination forms and all supporting materials.
- The nominated service/program must be predominantly the direct work of hospice staff, not solely the work of outside organizations or consultants.

Nomination Guidelines:
In no more than two pages, submit an essay that includes the following information:
1. Identify the original need or problem that inspired the new service or program.
2. List the objectives that you hoped to accomplish.
3. Identify the skills, resources or talent needed to implement the program.
4. Describe the steps used to implement the program.
5. Describe any challenges or hurdles that were faced and how they were overcome.
6. How does this program measure success? What were the positive outcomes?
7. What are the practical applications for other hospices or how would other hospice and palliative care programs benefit from this best practice example?
8. Provide a separate summary of up to 150 words for publication in the event program.
9. Nominators may be asked to participate in a telephone interview with the Awards of Excellence Selection Committee (tentatively scheduled for March 23, 2011).
10. Optional: You may provide additional supporting material directly relevant to the program being nominated. This may include manuals, brochures, forms and/or other printed materials as well as digital photographs.
What Should My Nomination Look Like?

Here is a winning nomination from 2009 demonstrating the type of nominations the awards selection committee seeks. Our thanks to Treasure Coast Hospice for allowing us to use their nomination as an example.


Identify the original need or problem that inspired the new program.

There was reluctance among current volunteers to visit hospice patients with dementia. The volunteer department was unable to fill the volunteer requests for this group of patients.

List the objectives that you hoped to accomplish.

Develop a specialized training program to prepare our volunteers to better serve these patients. Our goal was to provide a core group of skilled volunteers to serve our Alzheimer’s and dementia patients.

Identify the skills, resources or talent needed to implement the program.

Collaboration with Alzheimer’s Community Care provided a two-hour observational component designed for volunteers to visit a dementia-specific day care center. The Alzheimer’s Association provided an additional two-hour observational experience of a caregiver support group.

Describe the steps to implement the program

<table>
<thead>
<tr>
<th>Person</th>
<th>Role / Organization</th>
<th>Actions</th>
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<tbody>
<tr>
<td>1 Susan de Cuba</td>
<td>VP Community Outreach, Treasure Coast Hospice</td>
<td>Propose collaborative venture to healthcare agencies</td>
</tr>
<tr>
<td>2 Susan Straub</td>
<td>Volunteer Educator, Treasure Coast Hospice</td>
<td>Design and supervise volunteer specialty course</td>
</tr>
<tr>
<td>3 Eileen Emery</td>
<td>Director of Volunteer Services, Treasure Coast</td>
<td>Oversee and supervise coordination and scheduling of volunteer visits</td>
</tr>
<tr>
<td>4 Ron Radcliff</td>
<td>VP Specialized Day Services, Alzheimer’s Community Care</td>
<td>Oversee daycare observational component</td>
</tr>
<tr>
<td>5 Marla Buettner</td>
<td>Education Program Manger, Alzheimer’s Community Care</td>
<td>Provide content for training module</td>
</tr>
<tr>
<td>6 Donna True</td>
<td>Community Education Director, Alzheimer’s Association</td>
<td>Regular guest speaker</td>
</tr>
</tbody>
</table>

Describe any challenges or hurdles that were met and how they were overcome.

By streamlining our current volunteer educational programs for better efficiency, our Volunteer Educator was able to devote the time needed to create and implement this specialty Alzheimer’s program at no additional cost to the agency.

How does this program measure success? What were the positive outcomes?

<table>
<thead>
<tr>
<th>Objective</th>
<th>Measurement</th>
<th>Baseline</th>
<th>Target</th>
<th>Current</th>
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<tbody>
<tr>
<td>Increase # of volunteers willing to visit AD patients</td>
<td>% of volunteer requests filled for AD patients</td>
<td>7%</td>
<td>50%</td>
<td>80%</td>
</tr>
<tr>
<td>Develop a core group of hospice volunteers with expertise in dementia care</td>
<td>Number of hospice volunteers completing specialty training course</td>
<td>N/A</td>
<td>25</td>
<td>35</td>
</tr>
<tr>
<td>Strengthen collaborative relationships with local healthcare organizations specializing in dementia care</td>
<td>Completion of a collaborative event or project</td>
<td>No previous collaborative events or projects</td>
<td>Partner on at least one new event or project with each agency</td>
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</table>

1) TCH medical director invited to present to Alzheimer Community Care nurses on the special medical needs of end stage dementia patients. 2) Alzheimer’s Association, Inc. now holds monthly caregiver education meetings at TCH site. 3) Alzheimer’s Community Care planning to host Annual Treasure Coast Caregiver Conference at TCH site.

What are the practical applications for other hospices or how would other hospice and palliative care programs benefit from this best practice example?

Implementation of the program by the TCH team and key community partners involved three key components:

1. Identify the internal team members best qualified to be involved in the program
2. Identify committed, program-related community partners
3. Develop responsibilities, action plan and targets both internal/hospice team and community partners

In the words of one of the volunteers, Mrs. MS, “Thanks to the Treasure Coast Hospice Alzheimer’s Training program, I am prepared for every aspect of the volunteer experience. I have found my niche. I am a proud Treasure Coast Hospice Alzheimer’s Volunteer. The Alzheimer’s training course has given me patience and compassion. It allows me to follow my patients’ needs and to change along with the patient.”
excellence in program innovation
nomination form

This nomination is for the following award (check only one):
☐ Excellence in Program Innovation - Community Outreach  ☐ Excellence in Program Innovation - Clinical Practice

Program size is (please check one):
☐ less than 1000 annual admissions  ☐ 1001 to 3000 annual admissions  ☐ 3001+ annual admissions

Title of Entry: ________________________________
Organization Name: __________________________
Contact Name: ________________________________
Mailing Address: ________________________________
City: __________________ State: __________ ZIP: __________
Telephone: __________________ Fax: __________________
E-mail: __________________

Signature of Department Manager: ____________________________
(Signature of department manager required to nominate)

Signature of Agency CEO: ____________________________
(Signature of agency CEO or designee required to nominate)

Nomination Guidelines:
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Florida Hospices and Palliative Care
Attn.: Awards of Excellence
2000 Apalachee Parkway, STE 200
Tallahassee, Florida 32301
The Hospice Storybook Award offers individuals the opportunity to write about their hospice experiences. Applicants submit original, non-published works about their most meaningful hospice experience. The story can be from any viewpoint and may be spiritual, humorous, sensitive, etc.

Submission Guidelines and Eligibility for the Hospice Storybook Award:
- Submissions must be original, unpublished works of up to two pages submitted by the author.
- Applicant may not be currently serving on the Awards of Excellence Selection Committee.
- Applicant must include a signed and dated release and assignment statement (see below).

**Title of Entry:**

Name of Author: 
Position Title: 
Contact Name: 
Mailing Address: 
City: 
State:  
ZIP: 
Telephone: 
Fax: 
E-mail: 

The Hospice Storybook Award release and assignment statement

I hereby irrevocably assign and transfer to Florida Hospices and Palliative Care, Inc. in perpetuity all rights, title and interest, including any copyrights and renewals or extensions thereto related to my submission for the Hospice Storybook Award, and permission to use and publish, any photographs, films, video tapes, electronic representations, written materials and or sound recordings provided by me or taken of me at the Florida Hospices and Palliative Care events or activities. I hereby release the Florida Hospices and Palliative Care from any and all liability from such use and publication.

I hereby authorize the reproduction, sale, copyright, exhibit, broadcast, electronic storage and/or distribution of such photographs, films, video tapes, electronic representations, written materials and sound recordings at the discretion of Florida Hospices and Palliative Care. I will not receive any payment for such use and I specifically waive any right or claim I may have with respect to any of the foregoing.

I understand that these photographs, films, video tapes, electronic representations, written materials and sound recordings will become the property of the Florida Hospices and Palliative Care and may be used by Florida Hospices and Palliative Care now or at any time in the future, forever and throughout the world in any manner and/or medium including, without limitation in the advertisement and promotion of the Florida Hospices and Palliative Care and its products and services.

Signature: 
Printed Name: ___________________________ Date: ______________

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