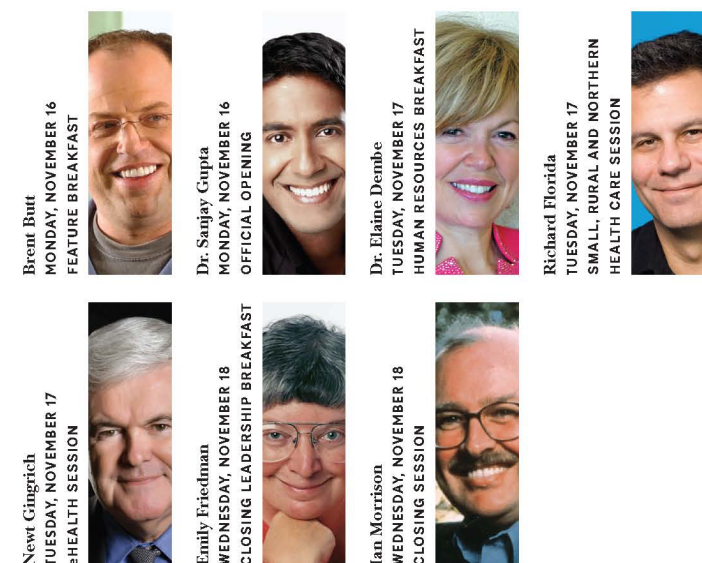


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- General inquiries**
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www.healthachieve.com

**2009 Leading Practices
Electronic Display**

November 16, 17 & 18, 2009
Metro Toronto Convention Centre
255 Front Street West, Toronto, Ontario

HealthAchieve, in cooperation with Healthcare Quarterly, invites submissions for electronic display as they relate to the **Patient Experience** under any one of the following six categories:

- Access to Care
- Education
- Family and Patient Centered Care
- Leadership
- Patient Safety & Quality
- Technology

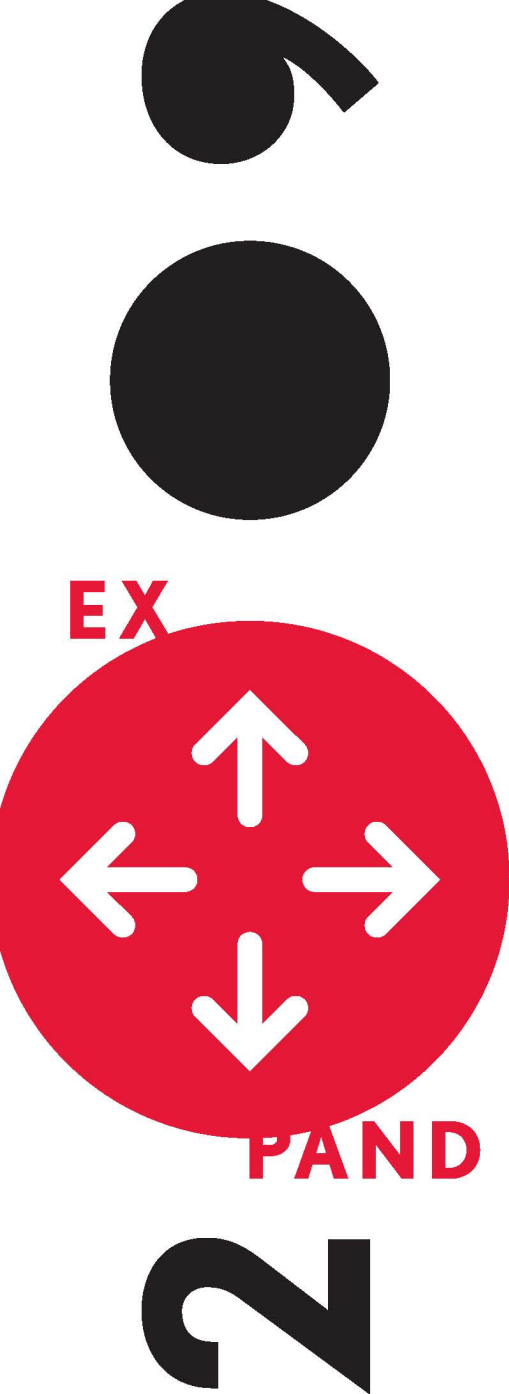
The Leading Practices Electronic Displays offer provinces, regions, hospitals, health care institutions and health management organizations, locally and abroad, the opportunity to share what they have done to improve the **“Patient Experience”** in health care.

The Definitive Patient Experience

For patients, the definitive experience is in response to their needs as they define them and typically includes: the promotion of their safety and well-being; access to quality care; helpful information; the right to choose; to be heard and to collaborate in a comfortable and functional environment; facilities that are easy to find, reach and navigate; offering appetizing food, clean linen and fine housekeeping; privacy, comfort and dignity; and a culture of wellness and healing.

The deadline for submissions is **Friday, July 17, 2009**.

Selected electronic displays will be showcased during HealthAchieve2009 on November 16 & 17 in Toronto. The electronic submissions will be adjudicated by the Leading Practices Committee and the awards will be presented at the Closing Theme session on Wednesday, November 18.



Submission Guidelines

Submissions should focus on **The Patient Experience** as defined by the patient.

The experience should respond to the patients' needs as they define them.

Typically, the experience is made up of:

- The access to care;
- The quality of care;
- The environment of care;
- The cost of care; and
- The opportunity to collaborate.

The following general information is provided for those interested in preparing a submission(s) for the Leading Practices Electronic Display area. Each accepted proposal, once developed into a PowerPoint presentation, will be displayed on plasma screens in the Grand Boulevard, which will be located in the Exhibit hall. Displays will consist of an electronic PowerPoint presentation. PowerPoint presentations must be submitted in advance and in the format set out by HealthAchieve. These guidelines will be distributed to the applicants whose submissions are accepted.

Your initial submission should include a brief 250 word summary of your initiative and an application form.

The application form must be completed and submitted electronically through the HealthAchieve website at <http://www.healthachieve.com/leadingpractices>

The deadline for written submissions is **Friday, July 17, 2009**. Please ensure that the summary includes the purpose and objectives of the initiative and provides a clear explanation of the benefits or outcomes of the initiative.

Criteria Overview

The adjudicators for the Leading Practices Electronic Displays will look at the following criteria:

- Originality;
 - Relevance to hospitals and health care;
 - Evidence that the practice **achieved** its objectives;
 - Objectivity;
 - Clarity and quality of PowerPoint presentation;
 - Practical implications; and
 - Relevance to HealthAchieve2009 theme "Inspiring Ideas and Innovations" as it relates to the **Patient Experience**.
- Proposals approved for display will receive a confirmation letter with further information regarding the display area and PowerPoint presentation.
 - Due to the number of abstracts received, the number of displays accepted from a particular organization may be limited.
 - These are intended as informational displays only and the marketing of programs or services through the Leading Practices Displays is prohibited.

Technical / Visual Details

- All accepted displays will be eligible for the "HealthAchieve/Healthcare Quarterly Leading Practices Display Awards" and the "Healthcare Quarterly Editor's Award for the Best of the Leading Practices."

Members of the Healthcare Quarterly editorial board will adjudicate the displays on November 15.

- Abstracts of all submissions received will be posted on the HealthAchieve website following HealthAchieve2009.

Please ensure that your display includes the following:

- A clear demonstration of the Patient Experience as they define them;
- A clear explanation of the purpose, objective and outcome or benefit of the activity; and
- Suggestions on key issues/lessons learned from this initiative.

Submissions which do not contain the above mentioned criteria will not be accepted for display.

To ensure a consistent display quality among all submissions, please include the following in your electronic PowerPoint display:

- A title;
- The goal of the initiative;
- A list of the participants; and
- Visuals (charts, graphs, flowcharts, photos).

Specific details regarding the format of the PowerPoint display will be sent under separate cover to the accepted applicants in September.

Costs

HealthAchieve will be responsible for:

- The cost of the display space at the MTCC.

You will be responsible for all expenses associated with:

- Creating the electronic PowerPoint display.

Award Winners

Awards will be presented at the Closing Theme Session on Wednesday, November 18. A representative from the winning organization(s) will be notified during HealthAchieve. A representative from each organization should be in attendance at the Award Presentation to receive the award. Photographs of the winners and the sponsoring organizations will be taken prior to the Closing Theme Session.

If your display wins an award, please be prepared to take the award with you.

HealthAchieve or Healthcare Quarterly will not be responsible for awards not picked up.

Additional Information

Lina Pallotta, Consultant, Educational Services Division / 416-205-1313 / lpallotta@oha.com