

# Enter the 18<sup>th</sup> Annual

**AHMA**

## Asian Hospital Management Awards 2019

11-12 September 2019 | Hanoi, Vietnam

**31 May  
2019**

**Submission deadline**

Organised by:



Supported by International and Regional Hospital Associations:

Ministry of Health – Vietnam, International Hospital Federation  
Association of Healthcare Providers (India), Association of Private Hospitals of Malaysia,  
Astron Hospital & Healthcare Consultants & Astron Institute of Social Sciences, India,  
Australian Healthcare and Hospitals Association, Cambodian Medical Association,  
Consortium of Accredited Healthcare Organizations, Ho Chi Minh City Medical Association,  
Hong Kong Hospital Authority, Indian Health Care Quality Forum, Indonesian Hospital  
Association(PERSI), Indonesian State University Hospital Association, Korean Hospital Association,  
Myanmar Medical Association, Myanmar Private Hospitals' Association, Philippine Hospital  
Association, Philippine Nurses Association, Private Hospitals Association of the Philippines, Inc.,  
The Private Hospital Association of Thailand

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The Asian Hospital Management Awards, now on its 18<sup>th</sup> year is a prestigious ceremony which recognises and honours hospitals in Asia Pacific. Running alongside the Hospital Management Asia conference, it is the most prominent hospital management awards date in the Asia Pacific hospital calendar.

Deadline for submission is on 31 May 2019. And finalists will be announced on the week of 1 July 2019.

## Entry Guidelines

### 1. Eligibility

- All hospitals located in Asia Pacific region can participate. Small and big hospitals have equal chances of winning because the awards are for the success of projects, programs or services that were implemented during the award period and not for overall excellence of the hospital.
- Entries must be for projects, programs, or services that were implemented or significantly enhanced from January 2018 to May 2019
- In all cases, there should be objective, quantifiable, and verifiable measurements as to the effectiveness of the project.
- ONLY entries signed as true and correct by the Hospital CEO will be entertained
- Full payment for your entries (USD70 per entry) must be made by 31 May 2019 or the entries will not be considered

Awards are given to hospitals in the region that in the opinion of the judges and advisers have implemented or enhanced outstanding and innovative projects, programs, and best practices during the prescribed time period.

### 2. Supporting Materials

- All entries need to be accompanied by attached documentation to support your entry such as: press reports, awards won, commendations and testimonials received, measurable results achieved, etc.
- Supporting materials MUST be in English or, if they are in another language, a certified translation must be provided.
- You may send up to 5 attachments of any other supporting material together with your online entry form. Included in this is the CEO Certification form.

- Attached files must be no larger than 2MB each. Documents must be in .pdf, .doc (word) and .PPT format; images must be in .jpg format. No exceptions.

### 3. Entry Questions

- There are five questions per category which are generally the same. And word limits are 200-350 depending on the questions. Entries will be asked for the background, goals, measurements used, benefits, results, and closing words per project submitted. [www.asianhospitalmanagementawards.com/entry-questions](http://www.asianhospitalmanagementawards.com/entry-questions)

## Search and Selection Process

### 1. Generating entries

Hospitals from all over the region are encouraged to nominate themselves and enter their successful projects, programs, or best practices. There is no limit to the number of entries per hospital. Healthcare associations, medical service consultants and suppliers, and others in the industry are also invited to nominate hospitals in the Award categories.

### 2. Initial processing

The Awards secretariat processes the entries and supporting materials, and submits these for consideration to the judging panels.

### 3. Judging process

HMA partners and specially selected experts are formed into 13 judging sub-committees, one for every award category. A chairperson is appointed for each team. These judging teams review the entries submitted to them, and make final recommendations to the conference advisory committee.

The selections of the judging teams are then compiled by the secretariat and approved by the chairman of the awards. The successful hospitals are those who in the OPINION of the judges' best fit the category criteria.

## Categories and Criteria

Please read the full criteria at [www.asianhospitalmanagementawards.com](http://www.asianhospitalmanagementawards.com)

### 1. Hospital Chief Executive Officer of the Year

The Hospital CEO leads the organisation in achieving its goals. They work on building an organisation culture that will nurture the skills of the team and inspire them to do better in providing care to patients. We are looking for initiatives that the CEO championed in ensuring that it is implemented in the hospital and the application of innovation in making sure that the service is sustainable in the future.

### 2. Facility Management and Financial Improvement

This award recognises improvements in the predictive, preventive and corrective maintenance of facilities for better standards of safety and care. And looks at how the hospital utilises the facilities in improving the profits of the organisation.

### 3. Community Involvement

This award recognises hospitals that engage the community including socially responsible practices (such as environmental protection, energy conservation); preventative health education and practical help; or other free services.

### 4. Cost Reduction

This award recognises the reduction of waste/ inefficiency in any area of hospital operations. Especially for projects that generated concrete savings that would continue into the future.

### 5. Clinical Service

This award recognises programs of patient-centred care with a focus on clinical practice improvement with little or no capital outlay. The project could have been completed in any of the specialised areas of hospital management e.g. nursing, laboratory, radiology or in specialty clinics such as eye centre, renal centre etc.

## 6. Customer Service

This award recognises non-medical aspects of patient (& family) experience that improve the hospital's position as a quality service provider. This may include support departments such as Food and Nutrition, Housekeeping, Transportation etc.

## 7. Innovations in Healthcare Technology

This award is for better use of technology to improve the quality, safety and efficiency of healthcare delivery. This may include integration of different systems for improved efficiency/ productivity/ accuracy, safety of digital information, engagement of different stakeholders.

## 8. Innovations in Hospital Management

This award recognises the most effective management innovations or improvements to its management systems, policies and practices. This may include goal setting, contact time with staff, planning of services, management of finances, motivation of staff and feedback/ review processes

## 9. Mobile and Online Services

This award is for outstanding projects that made an impact in improving its healthcare delivery via the use of mobile technology and online services. Please include details of how the use of technology helped the hospital in providing better service to its patients.

## 10. Nursing Excellence

This award recognises improvements to patient experience as a direct result of innovations/ improvements in how nursing care is delivered. This may include communication between departments of the hospital; reducing nursing or other error; patient well-being and happiness.

## 11. Patient Safety

This award is for outstanding projects to assure patient safety in the diagnosis and delivery of care. This includes, reporting, management and prevention of sentinel events; medication errors and infection control.

## 12. Talent Development

This award is for projects that develop the skills and patient care abilities of its staff to improve service. This may include softer skills such as communication, motivation or teamwork practices.

## 13. Most Improved Local Hospital

*(Only for hospitals from the host country, Vietnam in 2019)*

The award is for the hospital which in the opinion of the judges is the most improved hospital in the country in which the event is being held. The improvements should primarily be in the areas of customer service and patient safety.

## Lifetime Achievement Award

The Lifetime Achievement Award is dedicated to an outstanding health care professional in Asia, with a preference from the host country of the event, who has done the most for making patients feel better or get better. As the term implies, it must also go to a person who has devoted his/her life or a large part thereof to this endeavor.

The person can be a hospital CEO, if he has been that a VERY long time and generally known to put patient's rights ahead of everything else, or is known for his generosity in treating the poor and has consistently done this all his life. Specifically, we are looking for someone well-respected and senior in age (about 60+).

## Poster Display of Winners

Finalists (gold and excellence awardees) are required to display their projects' posters during the two-day conference. The poster display provides a venue for the finalists to share the benefits of their winning projects and programs with the other participants and adds transparency to the process.

## How to Enter

### 1. Check your project's eligibility

Read the list of rules and regulations with the validity of the project and also the required supporting materials.

### 2. Choose a category

Read the 13 categories and choose which one your project fits. There is no limit to how many categories and entries you can submit.

### 3. Check out the past winning entries

You can learn from the best as guide to your entry. Check out the winning entries in the website for reference.

### 4. Check out the online submission

Here is the link to make your submission:

[www.asianhospitalmanagementawards.com/submit-now](http://www.asianhospitalmanagementawards.com/submit-now)

### 5. Complete the submission and payment

Make sure to settle your entry payment (USD70 per entry) by 31 May 2019 to make your submission valid.

## Promos and Discounts

### One HMA Delegate: Two FREE entries

Register now for Hospital Management Asia conference and get two FREE entries. Submission is open until 31 May 2019.

### Early Submission: Two FREE entries

Submit your entries on or before 30 April 2019 and receive two free entries per hospital.

### Important Dates

**15 November 2018** – Open of submission

**30 April 2019** – Early submission deadline (**Free two entries!**)

**31 May 2019** – Final submission deadline

**Week of 1 July 2019** – Announcement of finalists

**12 September 2019** – Unveiling of winners at the 18<sup>th</sup> Asian Hospital Management Awards Ceremony in Hanoi, Vietnam

**31 May  
2019**

**Submission deadline**

For any inquiries, feel free to contact Rose at [Rose.Onilongo@clarionevents.com](mailto:Rose.Onilongo@clarionevents.com) or call +65 6590 3948.  
Or visit [www.asianhospitalmanagementawards.com](http://www.asianhospitalmanagementawards.com)

*In conjunction with Hospital Management Asia on  
11-12 September 2019 in Hanoi, Vietnam*



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Organised by:

