

President's Excellence Awards – Service Excellence Scoring Worksheet

Outstanding Achievement Service Excellence (Corporate and non-clinical Support Services)

This award recognizes an individual and a team (Corporate and non-clinical Support Services), who help create a collaborative workplace environment, contribute to producing positive results through exceptional program or service delivery, and demonstrate an ongoing commitment to continuous improvement, excellence and collaboration.

This nomination must:

- Identify the challenge/opportunity taken to enhance program delivery or service provision and the resulting improvement/outcome/impact.
- Explain how the challenge/opportunity was identified, assessed and acted upon.
- Explain how stakeholders/client groups were engaged in problem solving, and the differences and perspectives of others were respected.
- Demonstrate how our AHS' values were exemplified and vision and mission advanced.
- Demonstrate how individual/team professionalism, motivation and 'above and beyond' effort(s) were exemplified.
- Validate that a sustainability plan is in place and identify future growth or expansion opportunities/plans.

1) Achievement:

How well did this nomination describe the identified challenge/opportunity to enhance program delivery or service provision?

10	9	8	7	6	5	4-3	2-1
Preferred			Very Good			Good	Fair
This nomination exemplifies a high degree of opportunity for program delivery or service provision enhancement demonstrates outstanding improvements.			This nomination demonstrates a moderate degree of opportunity and impact for program delivery or service improvement.			This nomination demonstrates little or no significant degree of impact from this program delivery or service provision.	

2) Impact of the Achievement:

What was the impact and how were clients/stakeholders engaged to provide input into decision making and directly contribute to the desired results?

10	9	8	7	6	5	4-3	2-1
Preferred			Very Good			Good	Fair
The nomination clearly described the implementation and there was a high degree of spread and scale in the program delivery or service provision. Stakeholder/clients were highly engaged to achieve the desired results successfully.			The nomination described to a moderate degree the implementation plan with minimal degree of reference to spread and scale of the program delivery or service provision. Stakeholders/clients may or may not have been engaged in the process.			There was little or no implementation plan described, spread and scale were not included and stakeholders were not engaged in the process.	

3) Alignment with AHS Values: Compassion, Accountability, Respect, Excellence, Safety:

How well does this nomination exemplify the AHS Values? What specific values are described in this nomination?

10	9	8	7	6	5	4-3	2-1
Preferred			Very Good			Good	Fair
This nomination exemplifies a high degree of alignment with the AHS Values describing linkages to the majority of the five values.			This nomination demonstrates a moderate degree of alignment with the AHS Values describing linkages with some of the five values.			This nomination provides little to no evidence that there is alignment to the AHS values.	

4) Sustainability:

How well does this program delivery or service provision identify a sustainability plan to maintain the gains and provide the ability to spread and scale? How is continued evaluation and knowledge sharing approaches identified?

10	9	8	7	6	5	4-3	2-1
Preferred			Very Good			Good	Fair
This innovation exemplifies a high degree of sustainability with a strong plan to maintain and support ongoing improvement with the ability to spread and scale if required with evaluation and knowledge sharing built in.			This innovation demonstrates a moderate degree of sustainability with a partial plan to maintain and or support ongoing improvement, some ability to spread and scale if required, and evaluation and knowledge sharing.			This innovation demonstrates little or no significant degree for sustainability.	