

Asian Hospital Management Awards Judges' Scorecard

The judges evaluate the entries based on these scoring factors:

Community Service

- Does the project "make a difference" to the healthcare of the community on a sustainable basis?
- Does this project propose a solution to a larger problem? Does it propose a system-wide solution as opposed to an activity?
- Does it have significant results or outcomes? Are these measurable? Are there testimonials, awards or other support to show impact on improvement of hospital service?
- The extent the project is prevention oriented, and how well it will reduce or eliminate health care problems in the community. Will the benefits be long lasting?
- Was the process and means by which the project was conducted adequate to meet its goals? Was the composition of the team about right? Was appropriate analysis tools used, or was it only a matter of throwing money at the problem.

Customer Service

- How well did the project respond to meeting and exceeding the needs of its clientele, and the extent to which it takes the hospital to a higher service level?
- Did the project not only improve service, but did it also reduce costs?
- Does it have significant results or outcomes? Are these measurable? Are there testimonials, awards, or other support to show impact on improvement of hospital service?
- The extent the project is prevention oriented, and how well it will reduce or eliminate the service defect, or reduce waste, or improve communication. Will the benefits be long lasting?
- Was the process and means by which the project was conducted adequate to meet its goals? Was the composition of the team about right? Was appropriate analysis tools used, or was it only a matter of throwing money at the problem.

Human Resource Development

- Does the project train and benefit a large majority of staff or is it more selective? Is it based on an analysis of needs and does it allow employees flexibilities to learn at their own time? Is it innovative?
- Does the project train and benefit a large majority of staff or is it more selective? Is it based on an analysis of needs and does it allow employees flexibilities to learn at their own time? Is it innovative?
- Does the project or program improve the lot of the employee by way of effective professional training, adequate incentives and remuneration, ownership opportunities, and life long learning?
- Does it have significant results or outcomes? Are these measurable? Are there testimonials, awards or other support to show impact on improvement of hospital service or effectiveness of the program?
- The extent the project is prevention oriented, and how well it will reduce or eliminate the service defect or reduce waste or improve communication. Will the benefits be long lasting?
- Was the process and means by which the project was conducted adequate to meet its goals? Was the composition of the team about right? Was appropriate analysis tools used or was it only a matter of throwing money at the problem.

Internal Service

- The extent to which the project saves time, money and effort, or improves the efficiency or effectiveness of co- departments or employees
- Does the project affect a large number of staff or a select group?
- Does it have significant results or outcomes? Are these measurable? Are there testimonials, awards or other support to show impact on improvement of the service to hospital staff?
- The extent the project is prevention oriented, and how well it will reduce or eliminate the service defect, or reduce waste, or improve communication. Will the benefits be long lasting?
- Was the process and means by which the project was conducted adequate to meet its goals. Was the composition of the team about right? Was appropriate analysis tools used, or was it only a matter of throwing money at the problem.

Marketing, PR or Promotions

- Does the project show the hospital in the light it was intended?
- Did it reach the intended target market efficiently and effectively?
- Was it innovative and in good taste, relevant to the times, and the goals.
- Does it have significant results or outcomes? Are these measurable? Are there testimonials, awards, or other support to show impact on the hospital's image and reputation?
- Was the process and means by which the project was conducted adequate to meet its goals? Was the composition of the team about right? Was appropriate analysis or marketing tools used?

Patient Safety and Quality Medical Care

- How well does the project assure its clientele of the quality of medical care rendered?
- Does the project assure better patient safety and help prevent sentinel events?
- Does it have significant results or outcomes? Are these measurable? Are there testimonials, awards, or other support to show impact on improvement of hospital service?
- The extent the project is prevention oriented, and how well it will reduce or eliminate the service defect. Will the benefits be long lasting?
- Was the process and means by which the project was conducted adequate to meet its goals? Was the composition of the team about right? Was appropriate analysis tools used, or was it only a matter of throwing money at the problem.

Technical Service Improvement

- Did the project improve the service of the hospital department or unit to its customers by way of better service, reduction of errors, reduced waiting time, and faster results?
- Is it simple yet effective, something other departments can also adopt or adapt?
- Does it have significant results or outcomes? Are these measurable? Are there testimonials, awards or other support to show impact on improvement of the department or unit's service?
- The extent the project is prevention oriented, and how well it will reduce or eliminate the service defect. Will the benefits be long lasting?
- Was the process and means by which the project was conducted adequate to meet its goals? Was the composition of the team about right? Was appropriate analysis tools used or was it only a matter of throwing money at the problem.