



human touch awards 2017

NOMINATION PACKAGE

Together, we will celebrate the value of the Human Touch in the cancer and kidney care systems!



Our future health built with care



Cancer Care Ontario



Ontario Renal Network



Ontario
Cancer Care Ontario

Nomination Form

CCO, through Cancer Care Ontario and the Ontario Renal Network is recognizing exemplary and compassionate patient care by healthcare professionals, providers and volunteers in the cancer and kidney care systems.

Overview

CCO's Human Touch Awards recognize and celebrate the compassion and dedication of healthcare professionals, providers and volunteers in Ontario's cancer and kidney care communities.

For the past 11 years, the Human Touch Awards have been made possible as a result of those in the healthcare community who participate by nominating their outstanding colleagues for this achievement. This year, we look forward to your continued support and participation.

At this year's Human Touch Awards on **Thursday, April 20, 2017**, 10 awards will be handed out; three cancer healthcare professionals and providers, three kidney care professionals and providers, two cancer volunteers and two kidney care volunteers. Each recipient will be presented with an etched glass plaque to commemorate their exemplary and compassionate patient care.

There are two parts to the Nomination Package – a Nomination Letter and the Nomination Form (found on page 6 of this package). Please review the following instructions carefully to assemble your nomination package. The submission deadline is **February 10, 2017**.

Nomination Letter

In a **maximum of two typed pages**, clearly articulate why the nominee merits a Human Touch Award. For **cancer staff nominations**, please cite and describe at least **TWO specific examples of how the nominee exemplifies the criteria listed below**. For **cancer volunteer nominations** please cite and describe at least **ONE example of how the nominee exemplifies the criteria listed below**.

You can include patient stories, quotations and supporting documents such as notes/testimonials from patients, photos, articles/media coverage, etc. Please do not send originals as they will not be returned.

Note: While long-service is commendable, awards will not be issued based on duration of service. Please consider the extent of the nominee's outstanding contributions to many patients. Nominations will be evaluated against the criteria below. Nominations that do not meet the requirements outlined in this package may not be considered for the award.

Cancer Care Professionals & Providers

- Providing exemplary compassionate, person centred patient care with demonstrable real-life examples. *Note: including patient testimonial in the nominating materials is strongly encouraged; however please keep in mind the length of your nomination package when including them. See FAQs below for more information on the length of the package.
- Active participation or leadership in programs and initiatives to improve patients' experience, quality of life, quality of care and/or knowledge in the cancer system.
- Demonstrating exceptional leadership in his/her area of work by acting as a role model for others.
- Helping to improve access to services, including responding to the diverse needs of patients.
- In general, the work of the individual should be seen as going above and beyond the expectations and responsibilities of their health professional role and should demonstrate sustained contribution.

Cancer Care Volunteers

- Demonstrating a commitment to care through exceptional volunteer work that enhances the quality of life and/or access to care for cancer patients.*Note: Only individuals that offer their time in-kind will qualify as a volunteer. Please see our FAQ page for more information on the distinction between a healthcare professional/provider and a volunteer.
- Working to improve the patient experience at any stage in the cancer journey.
- Demonstrates creativity and innovation in their volunteer contributions, beyond that which would be expected of volunteers in their organization.
- Having a meaningful impact on the lives of cancer patients and/or the healthcare professionals who treat them.

Nomination Information & FAQs

1. Who can be nominated for a Human Touch Award?

There are many different types of skilled professionals; part-time or full-time healthcare professionals, providers and volunteers whose work has substantial impact on patients and their care. Nominees for the Human Touch Awards can work at either a Regional Cancer Centre, or as part of a Regional Cancer Program – including home care, palliative care, public health, community hospital and primary care. For example, nominees can be physicians, nurses, pharmacists, social workers, dietitians, patient educators, psychologists, supportive care, palliative care providers, primary care providers, volunteers and clerical staff.

2. Who can submit a nomination?

Nominations can be submitted by anyone including patients and patient's families, peers, Regional Vice Presidents, regional directors, supervisors and managers. The nomination should include real-life examples that demonstrate the nominee's effective impact. It is strongly encouraged to include statements/testimonials/stories from patients.

3. Who is a volunteer?

A volunteer within the cancer system is someone that, without personal financial gain, provides benefit or support to the patients and families receiving care in cancer services. Their contribution can be direct or indirect and be individual or as part of a team. Volunteers can be part of a recognized, not for profit organization or part of a volunteer program within a healthcare organization. Paid employees of not-for-profit organizations, whilst serving the communities in question are not considered volunteers and would not be eligible for a Human Touch Award.

4. How long should the nomination be?

The **nomination letter should be no longer than two pages in length**, should clearly articulate why the nominee merits a Human Touch Awards, and should be supported with real-life examples, patient stories, quotes and/or testimonials. You can also attach supporting materials such as notes/testimonials from patients, photos, articles/media coverage, etc. to the nomination package; however, please keep these to a minimum. The **nomination package should be between two to seven pages in length**. While a package that is too lengthy can be difficult to evaluate given the number of nominations we receive, a nomination that is too short and does not provide enough information about the nominee is also difficult to evaluate.

5. Who will review the nominations and decide on the Awardees?

A panel of regionally diverse and interdisciplinary members with representation from the cancer and kidney care communities will review the nominations and recommend who the award recipients are. The panel includes clinicians, patient and family advisors, social workers, past awardees, volunteers and members of associated organizations and administrators. The evaluation is based on the criteria outlined in the nomination instructions and will be determined by the strength of the submission. Recommendations made by this panel will be reviewed and approved by Cancer Care Ontario, the Ontario Renal Network and CCO's Executive Team.

6. Can you provide me with an example of a nomination submission that contains all the required elements?

Please find below an example of a nomination letter that you can use to help you form your nomination. Your letter does not need to be identical to this example and may include different supporting information; however, it can help guide you in the process of developing your nomination.

7. How many winners are from the cancer system?

Up to five awards will be distributed this year to the cancer care community, including two volunteer awards. Each recipient will be presented with an etched glass plaque to commemorate their achievement.

8. When is the submission deadline?

Please complete the nomination form and submit it with your nomination package by **February 10, 2017**.

9. Who should I contact if I have questions about the nomination process?

If you have questions about the nomination process, please contact **Jennifer D'Amore** by phone at **416-971-9800 ext. 2925** or by email at **jennifer.damore@cancercare.on.ca**.

Example of a Previous Nomination Letter

The **(Sample)** Cancer Program is engaged in a significant effort to create a patient and family experience that is supported by the principles of patient and family centered care (PFCC). These principles when enacted by our providers make a significant impact on our patient's experiences, on their quality of life and the quality of their care. Throughout 2014, **(Nominee)** as a front line leader has led the way for others in our cancer centre through his/her transformational leadership style. **(Nominee)** is known for his/her commitment to our patient experience improvement work through his/her active sponsorship and role modeling of the principles of patient and family centered care.

(Nominee) has taken on a lead role in our radiation therapy area and acted as a project leader on a large number of patient experience projects. She/he has invested significant time into the development of an effective provider engagement strategy that has led to a significant degree of participation in our PFCC programs by the front line providers in the Radiation Therapy Area. **(Nominee)** takes the time to listen to her/his staff and creates the conditions where staff can talk openly and honestly about concerns they have.

Most notably, **(Nominee)** has championed the use of patient and family centered (PFCC) interview selection criteria and the use of PFCC criteria in performance reviews with frontline providers. He/she has been active as a leader in using best practice approaches to the development of his/her leadership teams change strategy.

(Nominee) not only expanded our efforts to support PFCC in the radiation therapy group but has also played an active role on a wide range of projects that reach all aspects of the **(Sample)** Cancer Program.

What is most notable about **(Nominee)** is how she/he models the principles of partnership and empowerment with patient and families as a leader. Changing hearts and minds requires transformational leadership. It is her/his transformational leadership style that is paving the way for our providers to reflect on their practice. This has resulted in an increase in our providers' commitment to the PFCC principles as evidenced through their interactions with patients and families. The exponential impact on the thousands of patients we serve is significant. **(Nominee)**'s leadership style is creating a wave of change that in turn is having a significant impact on the empowerment of our patients and their families at a time in their lives when many feel powerless.

Help us celebrate the value of people who never forget the power of the human touch in the cancer care community.

Please complete the following page and submit along with your nomination letter.

2017 Human Touch Awards Nomination Form

1. This is a nomination for a: VOLUNTEER HEALTHCARE PROFESSIONAL/PROVIDER
2. Name of nominee: _____
3. Nominee's correct title and place of work/volunteer organization: _____
4. Nominee's contact (phone and email): _____
5. Length of time nominee has been in his/her current role: _____
6. Nominee's Supervising Manager's name, title and place of work: _____
7. Supervising manager's contact (phone and email): _____
8. Has the supervising manager endorsed this nomination? YES NO
(please be sure to copy the nominee's supervising manager on this submission if submitting by email)
9. Nominator(s) name(s), title(s) and place(s) of work: _____
10. Contact for nominator(s) (phone and email): _____
11. As part of the nomination process, you may be contacted for videos and/or photos of the nominee which CCO will use to acknowledge and celebrate the nominee. Please confirm your consent to be contacted for this purpose here:
Yes I consent to being contacted for more information regarding the nominee if needed.

Send to:

CCO
Attn: Jennifer D'Amore, Corporate Events Advisor
620 University Avenue, 15th Floor
Toronto, ON M5G 2L7

OR

via email:

Jennifer D'Amore, Corporate Events Advisor, at
jennifer.damore@cancercare.on.ca
Please copy the nominee and the nominee's managing supervisor.

Submission deadline: February 10, 2017

If you have questions about the nomination process, please contact 1) Jennifer D'Amore at 416-971-9800 ext. 2925 or jennifer.damore@cancercare.on.ca as a first point of contact, or 2) Neil Johnson, Vice President, Cancer Care, London Health Sciences Centre; Regional Vice President, South West Regional Cancer Program, Cancer Care Ontario and Human Touch Awards Selection Committee co-chair at neil.johnson@lhsc.on.ca.