



Foundation for
Healthy Communities

The Noah Lord Patient & Family Engagement Award

Noah Lord was a vibrant, fun, silly, 4-and-a-half-year-old, whose outgoing and inquisitive nature drove him to explore the world around him. His constant questioning of the details had his parents endlessly scrambling for answers that would satisfy his insatiable curiosity. Discussions of dinosaurs, Star Wars, death, life, playgrounds, work, Toy Story and so many other topics were a constant in Noah's household. He spent many days cooking with his mom and planned with great enthusiasm to be a "chef cooking man" when he grew up. Sadly, those dreams were never realized. Noah died from a series of medical errors following a tonsillectomy, errors that could have been prevented. Noah's constant quest for answers inspired his mom, Tanya, to seek answers related to his premature death. After a job transfer for Noah's dad, Glen, brought them to New Hampshire, Tanya began her search in earnest. She found that the circumstances surrounding Noah's death provided many opportunities for health care improvement, including the importance of engaging patients and families at the bedside, as well as within the organizational structure.

The *Noah Lord Patient & Family Engagement Award* was created by Noah's mother, Tanya Lord, PhD, MPH, Director of Patient & Family Engagement at the Foundation for Healthy Communities, to recognize the innovative work being done in New Hampshire hospitals to better engage patients and families in improving health care.

PURPOSE

The Patient and Family Engagement Award recognizes the work done in partnership with Patient and Family Advisory Councils (PFAC) and/or Patient Family Advisors (PFA) to improve patient safety, quality improvement and/or the patient experience within a New Hampshire health care system. As a leading strategy in engaging patients and families at the bedside and / or within the organizational culture, it is intended that this award will help facilitate the sharing of success stories across the state.

SELECTION CRITERIA

Nominated projects should demonstrate:

1. An identified need for improvement
2. Direct impact on patient safety, quality improvement, and/or patient experience
3. Inclusion of one or more Patient Family Advisor(s) throughout the project

ELIGIBILITY

- Hospital must be a member of the New Hampshire Hospital Association
- Project or initiative must have included and/or been led by Patient Family Advisor/s
- Only one application can be submitted per member hospital per award year
- Past submissions can be resubmitted with updated information and / or data, but projects that did receive the Noah Lord Patient & Family Engagement Award cannot be resubmitted
- Previous award winners are not excluded and can enter each year

SUBMITTING NOMINATIONS

Each nomination must include the following items:

- A completed Noah Lord Patient & Family Engagement Award application
- A letter of support from both a patient and a staff member who have seen or experienced, and can describe the benefit, of the initiative
- Supplemental Information may be included if they help describe or were a part of the project. For example tools, patient or staff education materials, promotional materials, charters, and outcomes

EVALUATION CRITERIA

Awards will be evaluated on the following criteria:

1. Extent to which patient and family advisors were partners in the planning, implementation, training or evaluation of the project
2. Potential for improving patient safety, quality improvement and/or patient experience
3. Addresses an issue that impacts a significant number of patients across the organization
4. Degree to which the initiative serves as a model for other facilities
5. Development of tools or resources that can be adapted for other facilities
6. Creativity and innovation (“out of the box” thinking)
7. Demonstrable measures and/or data showing successful results

SELECTION COMMITTEE

A Selection Committee will be convened and staffed by the Foundation for Healthy Communities (FHC) to include representatives of the FHC Board, a Hospital trustee, a Hospital CEO, a Service Excellence staff, and a Patient & Family Advisor. The award will be presented at the New Hampshire Hospital Association & Foundation for Health Communities Annual Meeting being held October 21 – 23, 2018.

AWARD RECIPIENT

The hospital with the winning project will be invited send a Patient & Family Advisor to accept the award on behalf of the project team at the Annual Meeting Awards Dinner and to create a poster for display at the Annual Meeting Registration Area.

Deadline for nominations is Friday, September 28, 2018

For more information contact: Tanya Lord at tlord@healthynh.org



Foundation *for*
Healthy Communities

Noah Lord Patient & Family Engagement Award Application

Hospital: [Click here to enter text.](#)

Person making nomination: [Click here to enter text.](#)

Email Address: [Click here to enter text.](#)

Work phone: [Click here to enter text.](#)

Work Address: [Click here to enter text.](#)

PROJECT SUMMARY

Title of project: [Click here to enter text.](#)

Identified/observed need for improvement:
[Click here to enter text.](#)

Solution description:
[Click here to enter text.](#)

Project description:
[Click here to enter text.](#)

PFA partnership description:
[Click here to enter text.](#)

Demonstrated Impact:
[Click here to enter text.](#)

Lessons learned:
[Click here to enter text.](#)

Include: *Two letters of support from a patient and a staff member who have seen and can describe the benefit of the initiative.*

Optional: Supplemental Information may be included if they help describe or were a part of the project, for example tools, patient or staff education materials, promotional materials, charters, and outcomes.

Please submit award nominations via email to vstafford@healthynh.org by Friday, September 28, 2018.