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The Canadian Health Informatics Awards
2009

ITAC Health
Company of the Year Award
Application Form

ITAC Health has established the **Company of the Year Award** to recognize a distinguished for-profit healthcare ICT company that has demonstrated excellence in the Canadian health informatics industry within the past twelve months. This Award provides client organizations and business partners the opportunity to nominate private sector companies that have excelled in corporate initiatives and client satisfaction, delivering exceptional quality of service.

A few characteristics of these private sector companies include the following:
- Exceeded expectations
- Met the toughest challenges head-on
- Delivered the highest quality service
- Committed to achieving successful results
- Successfully delivered what was proposed
- Ensured all promises were kept
- Demonstrated innovation

The Award

The successful company will be presented with a formal award at the Canadian Health Informatics Awards Gala ceremony, on Thursday, November 19, 2009 in Toronto.
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- The top three finalists will be acknowledged prior to the ceremony and the winner will be announced during the evening.
- The company will be invited to attend the Awards Gala Dinner and reception and one Senior Officer will be selected to accept the award.
- The company will have the right to use a "Company of the Year" logo on its website and printed material, and afterwards indicating the year it won.
- Award recipients will have their achievement acknowledged in perpetuity on the Health Informatics Award website (www.healthInformaticsawards.ca)
- The company and its achievement will be featured in the ensuing edition of Healthcare Information Management & Communications Canada.

Travel and accommodation are not included.

Eligibility and Application

Nominations must be forthcoming from client organizations.

Award applications will be accepted for private sector companies with any number of years in business. Eligible companies will have a Canadian presence and a practice entirely or partially dedicated to health-IT.

Criteria

Successful recipient will have demonstrated excellence in all of, but not limited to, the following:

Criteria	Sub-criteria
Relationship Management	- Contract management - Issues management - Communications - Commitment/Perseverance
Delivery	- On time, within budget - Innovative approach
Product/Service Offering	- Depth of skills - Quality of product or ideas bought to engagement - Use of experts - Leverage of best practices
Other	- Industry Recognition - Commitment to research

Instructions

The nominating organization is to assess the healthcare ICT company based on the following criteria; relationship management, delivery, product/service offering, industry recognition, and commitment to research and development.

A short specific description and/or example are to be provided for each sub- criteria statement. There is an area, after each criteria category, to provide highlighted overall details on how this company has excelled in each category; this description is limited to **300 words maximum**.

Application Form

Criteria 1: Relationship Management

- The successful recipient will have demonstrated all of, but not limited to, the following:
  1. **Excellence in contract management**, including but not limited to:
     a. Cooperation and responsiveness

     b. Clearly articulated its own obligations to the client organization

     c. Focused on expected benefits and value for money

     d. Effectively resolved conflict/dispute

  2. **Excellence in issues management**, including but not limited to:
     a. Established an effective process to identify and track issues

     b. Evaluated issues and assigned priority to urgent issues

     c. Escalated appropriate issues

     d. Worked effectively with client organization to address issues

     e. Evaluated results once issues addressed

3. **Excellence in communications**, including but not limited to:
    a. Used an appropriate communication vehicle

    b. Communicated in a timely manner

    c. Communication was transparent

4. **Demonstrated commitment/perseverance**, including but not limited to:
    a. Committed to achieving quality results and high standards within budget and on time

    b. Dedicated to exceed objectives and reach all goals

Describe how the healthcare ICT company demonstrated excellence in
relationship management, with reference to the four sub-criteria as appropriate
(300 words max):

Criteria 2: Delivery

- The successful recipient will have demonstrated all of, but not limited to, the following:
    1. **On time, within budget**, including but not limited to:
        a. All objectives were met on time and within budget – please be specific

b. What specific quality results and high standards were achieved on time and within budget

2. **Innovative approach**, including but not limited to:
    a. Introduced innovative ideas to realize objectives

    b. Demonstrated 'out-of-the-box', creative thinking

> *Describe how the healthcare ICT company demonstrated excellence in <u>delivery</u>, with reference to the two sub-criteria as appropriate (300 words max):*

Criteria 3: Product/Service Offering

- The successful recipient will have demonstrated all of, but not limited to, the following: **Specific examples of how these qualities were demonstrated are required**
    1. **Depth of skills**, including but not limited to:
        a. Expertise in the subject matter

        b. Understanding of clients' needs

        c. Variety of experience and background that could be leveraged (multi-skilled)

2. **Quality of product or ideas brought to engagement**, including but not limited to:
    a. Quality of product or ideas brought to the engagement

    b. Continuous effort was made to ensure excellence in quality/knowledge was brought to project

3. **Use of experts**, including but not limited to:
    a. Expert advisors were readily available when needed

    b. Used experts to advise on major deliverables and project milestones

4. **Leverage of best practices**, including but not limited to:
    a. Researched what others have done in similar engagements

    b. Applied best practices in other jurisdictions

Describe how the healthcare ICT company demonstrated excellence in product/service offering, with reference to the four sub-criteria as appropriate (300 words max):

Criteria 4: Industry Recognition

- **Rankings in KLAS, Branham Group, Canadian EMR, etc. if applicable**

Describe other important Industry Recognitions that may be of importance (300 words max):

Criteria 5: Commitment to research and development in the health informatics industry

Describe how the healthcare ICT company is commitment to research and development in the health informatics industry (300 words max):

Nominator: _____

        Contact Name: _____

        Contact Number: _____

        Contact e-Mail: _____

        Street Address: _____

        City: _____ Prov.: _____ Postal Code: _____

Nominee: _____

        Contact Name: _____

        Contact Number: _____

        Street Address: _____

        City: _____ Prov.: _____ Postal Code: _____

Please download this form, complete the requirements and forward it electronically to Elaine Huesing at ITAC Health - ehuesing@itac.ca

NOTE: The Deadline for submissions is Noon (EST) September 15, 2009.

For further information, please contact:
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