



CALL FOR ENTRIES

The 2010 Awards for Primary Care Excellence (APEX) represent the pinnacle of service, quality, innovation and achievement in primary health care. The APEX Awards are designed to recognize the outstanding efforts of dedicated individuals and teams who work in and for Pennsylvania's community health centers. Award categories include:

- ▲ **2010 Carolyn G. Baxter Lifetime Achievement Award**
- ▲ **Innovation Award**
- ▲ **Customer Service Excellence Award**
- ▲ **Career Achievement Award**
- ▲ **Board Excellence and Service Award**
- ▲ **Outstanding Primary Care Clinician Award**
- ▲ **Community Ambassador**

Nominating someone is easy! Here's the process:

- 1. Select a nominee in one or multiple categories**
- 2. Summarize/explain how your nominee meets the category criteria**
- 3. Submit your nomination by August 20, 2010**

All nomination forms **MUST** be received by the Pennsylvania Association of Community Health Centers (PACHC) no later than **Friday, August 20, 2010**. Awards will be presented at the 2010 PACHC Annual Conference & Clinical Summit in October. If you have any questions, contact Kirsten Nicole Harris, Events & Services Coordinator at (717) 761-6443, ext. 205. Nominate someone today!

2010 Carolyn G. Baxter Lifetime Achievement Award

The Pennsylvania Association of Community Health Centers will present the Carolyn G. Baxter Lifetime Achievement Award to an individual who has given long-term commitment to the community health center movement. This award is intended to recognize the special accomplishments of an individual who, through their dedication to primary health care, have assisted vulnerable individuals to access health care in the community health center arena. Candidates may be staff, volunteers, board members or any individual who, through years of service, has demonstrated a commitment to the mission of community health centers.

The award is made at the direction of the Board of Directors of the Pennsylvania Association of Community Health Centers, and remembers Carolyn G. Baxter, CEO of Spectrum Health Services in Philadelphia. Always a strong advocate for improving health care, Mrs. Baxter spent her entire professional life giving back to the communities in which she lived and worked. Mrs. Baxter also served as an active member of PACHC.

Innovation Award

This award will be presented to an individual or health center team who has demonstrated a truly innovative approach to enhancing care or delivery of care. This includes work that has resulted in improved patient outcomes, reduction in health disparities, improved patient satisfaction or a greater level of efficiency and effectiveness in the delivery of primary care.

Specific Criteria

The innovation award will focus on a project or initiative that:

1. Involves the introduction of breakthrough ideas, invention or intervention.
2. Resulted in improved system-wide or health-center-wide processes or outcomes.
3. Produced measurable impact on the organization's performance, productivity, quality or competitiveness.
4. Shows potential for wider influence or for replication on a larger scale.
5. Goes beyond the typical – new, creative, unique.

Customer Service Excellence Award

The 2010 Customer Service Excellence award will be presented to an individual who has made a significant contribution by providing excellent customer service to health center consumers, and who works cooperatively with staff at all levels of community health center operations. This award will recognize outstanding contributions by front line and other health center staff who have direct interaction with health center patients. The contribution may take the form of exceptional selfless dedication, organization loyalty, self-motivation, discipline and accountability and/or other evidence of highly effective customer service professionalism.

Specific Criteria

1. Demonstrates outstanding customer service in support of and consistent with the health center mission.
2. Exceeds the expectations of a customer by providing exceptional customer service.
3. Has effectively and efficiently corrected something that has gone wrong for a customer.
4. Recognizes and works well with all health center departments.
5. Demonstrates creativity or resourcefulness in assisting customers.
6. Develops new and efficient ways to solve customer service problems.

Career Achievement Award

This award is to recognize an individual committed to the health center mission who has risen through the ranks of a health center through their dedication and by obtaining the necessary education, skills, knowledge and abilities to advance within the organization. The establishment of this award reflects PACHC's commitment to the importance of education, training and life-long-learning. It is also meant to showcase career achievements, and identify individuals who can serve as an inspiration for others.

Specific Criteria

1. Demonstrates employee excellence and work ethic consistent with the health center mission.
2. Started at the health center in an entry level position and worked hard for career advancement.
3. Serves as an inspiration and role model for others.
4. Recognizes and works well with all health center departments.

Board Excellence and Service Award

The 2010 Board Excellence & Service Award will be presented to one distinguished board member or an entire board, who by their achievements in governing a community health center, have contributed significantly to enhancing the overall health and well-being of their community and society at large. The criteria may apply to a single outstanding act of service or a collection of achievements in effecting successful and meaningful change.

Specific Criteria

1. Promotes and advocates the organization's mission in the community.
2. Provides leadership related to policy setting and strategic planning.
3. Demonstrates leadership with respect to organizational priorities and governance issues.
4. Plays a leading role in fundraising and/or awareness activities.
5. Minimum of 2 years of service in an official board capacity.
6. Must currently be a Board Member in good standing.

Outstanding Primary Care Clinician Award

The 2010 Outstanding Primary Care Clinician Award will be presented to an individual or team, whose work has made a significant contribution in the delivery of primary care to vulnerable populations, thereby improving quality, accessibility and/or outcomes of care. This award is open to all health care professionals serving in the medical, dental or behavioral health and substance abuse arenas.

Specific Criteria

1. Advances primary care delivery through originality, creativity, and quality improvement initiatives.
2. Demonstrates leadership in clinical operations and/or quality improvement.
3. Identifies and implements new ways to improve productivity and/or make clinical processes more efficient.
4. Exemplifies and inspires passion for primary care excellence across clinical disciplines.
5. Is respected by peers and others for clinical excellence and leadership.
6. Has had a significant impact on improving patient outcomes.

Community Ambassador:

The 2010 Community Ambassador Award will be presented to an individual who champions the community health center mission through a steadfast commitment to build relationships, enact change, and promote awareness and bring positive attention to their health center.

Specific Criteria

1. Champions the mission of health centers in/and throughout their community, city or county.
2. Demonstrates a steadfast commitment to primary health care awareness, going above and beyond the call of duty to promote and support services for the uninsured and medically underserved.
3. Advocates for or takes action to enact health care change in their community/city.
4. Displays proven, passionate ability to build relationships, remove barriers to care, and bring positive attention to their health center.
5. Involved in one or more activities that enhance, support and strengthen access to care, regardless of one's ability to pay.

Any employee of a member organization may be nominated for the Award by a CEO, supervisor, fellow employee or board member. The nomination must explain how your nominee meets the category criteria



2010 APEX AWARDS **CALL FOR NOMINATIONS**

DEADLINE FOR NOMINATIONS:
Friday, August 20, 2010. Email forms to
pachc@pachc.com or fax to (717) 761-8730.

The Pennsylvania Association of Community Health Centers will present seven awards to recognize individuals or teams who have made a substantial contribution to primary healthcare in Pennsylvania. Please check the appropriate box for your choice of nomination and complete the information below.

_____ **2010 Carolyn G. Baxter Lifetime Achievement Award**

_____ **Innovation Award**

_____ **Outstanding Primary Care Clinician Award**

_____ **Customer Service Excellence Award**

_____ **Board Excellence & Service Award**

_____ **Career Achievement Award**

_____ **Community Ambassador Award**

Name of Nominee and Health Center: _____

Health Center Site Address: _____

Phone/Fax: _____

Name and Title of Person Nominating: _____

REASON FOR NOMINATION:

***NOTE: Please attach a summary describing your nominee and why they are deserving of the award.
Your nomination must explain how the nominee meets the award category criteria.***

DEADLINE: All nomination forms **MUST** be received by the Pennsylvania Association of Community Health Centers no later than **Friday, August 20, 2010**. Please feel free to make copies of this form if you wish to nominate more than one person. Questions may be directed to Kirsten Nicole Harris, Events & Services Coordinator at (717) 761-6443, ext. 205.