

May 20, 2008

OUTSTANDING PRIMARY CARE TEAM AWARD

1. PURPOSE: This Veterans Health Administration (VHA) Notice announces the establishment of the Outstanding Primary Care Team Award.

2. BACKGROUND

a. This award, given annually, recognizes the VHA Primary Care team that demonstrates the most outstanding and innovative approaches to the delivery and advancement of primary care within VHA.

b. A Primary Care Team is defined as group of providers, nurses, clerks, and other staff that work together on a daily basis to provide primary care to patients. For the purpose of this award, a nomination may be received for the following:

(1) A site of care such as a community-based outpatient clinic or a facility-based primary care practice (which may consist of a several locally defined firms); or

(2) A facility identified team, such as orange team, gold team etc.

3. AWARD

a. The selected team receives a plaque and an award of \$ 10,000 that can be used:

(1) As Special Contribution Awards for team members;

(2) To support the development or implementation of an innovation to improve primary care practice at the site of care; or

(3) To support education and training in primary care practice:

b. The award is presented at the Primary Care National Conference each fiscal year.

c. The selected team has the opportunity to present to the conference their current approaches to primary care, successful practices, and innovations.

4. CRITERIA

The criteria consists of a demonstration of excellence and innovation in each of the following VHA Domains of Value; each of which is weighted equally in scoring.

a. **Quality.** To put quality first.

b. **Access.** To provide easy access to care, expertise and knowledge.

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c. **Satisfaction.** To exceed veteran, family, and employee expectations.

d. **Cost-effectiveness.** To optimize resource use to benefit veterans.

e. **Healthy Communities.** To optimize the health of the veteran and the VA community thus contributing to the health of the Nation.

5. NOMINATION PACKAGE

a. The nomination package must include:

(1) A completed application.

(2) A narrative statement responding to each of the criteria focusing specifically on the nominee's accomplishments in each domain of value.

(3) Outcome data, such as performance on technical quality measures; wait times; missed opportunities; or patient satisfaction scores.

(4) Name of the contact person, title, facility, and email address.

b. The nomination package is not to exceed a total of ten pages of which three are narrative pages and the remaining seven pages consist of outcome results.

c. The original and five copies of the complete nomination package must be:

(1) Sent to: VA Central Office, Office of Primary Care (11PC), 810 Vermont Ave, NW, Washington, DC 20420.

(2) Received by the deadline communicated each year by the Primary Care National Program Office.

(3) Submitted using regular mail or express mail. **NOTE:** *Email and facsimile submissions will not be accepted.*

6. THE PROCESS

a. Nominations are solicited annually.

b. The nomination package is prepared, and concurred on by the facility Director.

c. The nomination package is then forwarded to the Veterans Integrated Service Network (VISN) Director, who makes a selection from the facility nominations to represent the VISN.

d. The VISN selection is forwarded to the Primary Care National Program Office.

e. The VISN selections are reviewed by a committee, appointed by the Chief Consultant, Primary Care, and evaluated against established criteria. The final selection is approved by the Chief Consultant, Primary Care, and forwarded to the Under Secretary for Health who announces the award recipient.

7. RESPONSIBLE OFFICE: Office of Patient Care Services; Primary Care (11PC) is responsible for the contents of this Notice. For additional information, contact the Office of Primary Care at (202) 461-7182.

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