



## ***2010 Pinnacle Awards Celebrating Best Practices of Ohio's Health Plans***

Ohio's health plans have created and implemented a variety of initiatives and best practices including: improving quality in internal administration, better clinical disease management and enhanced delivery of programs/services, and community outreach.

To provide Ohio's health plans with the opportunity to publicize their best programs and initiatives, OAHP established the annual OAHP Pinnacle Award for Best Practices. All member plans of the Ohio Association of Health Plans are invited to participate in the competition by submitting their application(s) for its best practice(s). This is a chance for Health Plans to showcase what they are doing to provide exemplary care and service for their members.

Announcement of the winners and a formal presentation of the awards will take place at the OAHP Annual Convention and Trade Show May 26, 2010. All health plans that submit an entry must designate at least one representative to attend, however, they are encouraged to bring more to the event. This is a great opportunity to celebrate the best practices in our industry.

### **Deadline for Application:**

Friday, April 9, 2010

### **Submit Applications to:**

Lisa Hackley, Director of Communications  
Ohio Association of Health Plans  
230 E. Town Street  
Columbus, Ohio 43215

Phone: (614) 228-4662  
Email: lhackley@oahp.org  
Fax: (614) 228-5816

### **Instructions:**

- All applications must contain a key contact and the name of the person who will be willing to attend the Annual Convention to accept the award.
- A written narrative, not more than 500 words, must be accompanied with the awards application.
- Supporting materials, e.g. brochures or reports may be submitted with your application.
- For each entry, please indicate one category.
- Plans may submit multiple entries. All entries will be published in a program that will be distributed at the Ohio Association of Health Plans Annual Convention and Trade Show and to member plans, the media, lawmakers and regulators. It will also be posted on the OAHP website.

### Award Categories:

1. *Business/Operational Performance*: quality/process improvements you may have made to your business operations over the past two years.

#### Judging Criteria

- a. Assurance of continuity, coordination and monitoring of a specific internal administrative issue.
  - b. Results that provide a satisfactory experience for the member or consumer.
  - c. Proof of being an economical expenditure of resources or a good return on investment for the plan.
2. *Health Care Programs*: a program or initiative you have undertaken within the last two years with a clinical focus including disease or care management, provider education, promotion of best practices or clinical guidelines, etc.

#### Judging Criteria

- a. Assurance of continuity, coordination and monitoring of a specific disease or condition.
  - b. Provision of care that contributes to superior clinical outcomes (e.g., use of evidence-based guidelines; innovative preventive services program) and enhances quality life.
  - c. Results that provide a satisfactory experience for the member or consumer.
3. *Community Outreach/Partnerships*: a program or initiative you have undertaken within the last two years that shows community/statewide/regional/government partnerships or involvement, support, philanthropic effort, etc.

#### Judging Criteria

- a. Provision of care that contributes to superior clinical outcomes and enhances quality of life.
- b. Results expected to improve the health of the community.
- c. Demonstrable display of managed care attributes or precepts in the event.

### Selecting the Winners

A panel of judges comprised of community health and medical professionals, employers, and others in the health care field will review all nominations and choose winners based on the above criteria. The following awards will be presented at the Ohio Association of Health Plans Annual Convention and Trade Show:

*Crystal Pinnacle Award*: Awarded for top overall entry in each category for exemplary best practice.

*Meritorious Award*: Awarded for entries narrowly missing being designated as Crystal Pinnacle winners but deserving special recognition.

### Further Information

If you have questions or need additional information, please contact Lisa Hackley, OAHP Director of Communications at (614) 228-4662 or electronically at [lhackley@oahp.org](mailto:lhackley@oahp.org).