



ASIAN HOSPITAL MANAGEMENT AWARDS 2017

CASE STUDY

30% INCREASE IN
SUBMISSION RATES

102 HOSPITALS

412 ENTRIES

17 PARTICIPATING
COUNTRIES

Judgify



BACKGROUND

The [Asian Hospital Management Awards \(AHMA\)](#) is a prestigious program recognising the best projects of hospitals in Asia Pacific. AHMA is organized annually as part of the [Hospital Management Asia](#) conference. The awards ceremony took place in Manila, Philippines on August 24, 2017. For 2017, AHMA received 418 entries from 102 hospitals in 17 countries.

The key objective of this program is to reward both private and public hospitals across the region that has implemented the most impactful projects for their patients, staff, and community. Apart from the “Lifetime Achievement Award”, hospitals were awarded in 12 different categories, including Patient Safety, Community Involvement, Customer Service, and Innovation in Healthcare Technology.



CHALLENGES

The major challenge that emerged during the implementation of the digital platform at AHMA 2017 is the inclusion of the promotions such as the free entries, that has been implemented in the past but was applied manually when hospitals sends in their entries.

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Due to the new feature, two concerns had to be addressed:

- **Coding for the promo feature.** The feature is the first time to be implemented in Judgify, which is why it required adding new codes for it to function.
- **Total balance change.** The awards organizers were concerned about the change in the total balance for those cases when no free entries were conducted.

Addressing these issues became a point of paramount significance for AHMA 2017 coordinators. The newly added codes could help with the automatic set-up of the free entry submission process, while the feature of balance change was necessary for the hospitals that didn't qualify for a free entry or wanted to cancel a submission.



ACTIONS

During the discussion of these challenges with the [Judgify](#) team, some constructive solutions were found, which helped the event organizers make the final choice in favor of Judgify platform.

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The following actions were taken by the team to cater for the cycles of submission and judging for AHMA 2017:

1 FREE OFFER CODE IMPLEMENTATION

With the help of Judgify, the new codes were added for the free offer function to enable the availability of this option on the initial submission stages. This solution helped AHMA 2017 to smoothen the submission process and computation of total entry costs for the hospitals.

2 AUTOMATION OF THE JUDGING PROCESS

The AHMA 2017 team aimed at arranging the easy-to-use system of judging and scoring for the chairperson and judging panel consisting of 30 people in total.

Judgify helped the team with implementation of the judging round, and even manage to change the deadline of evaluation as needed by the team.

The judges received private access to the rating system and were able to score the submissions in a flexible mode online.

3 SUBMISSION TRACKING

With the assistance of the Judgify system, the automated submission tracking greatly helped the organising team in staying updated with number of submissions and their goals. This is important as the team expects a bulk of submissions.

4 ONLINE PAYMENT AND DISCOUNT INTEGRATION

By aligning the system of submission with the automated online payment option and discounts, Judgify helped implement the great solution for processing financial transactions in one place, without switching to any other platform.



RESULTS

Time-efficiency was the integral part of submission tracking. While all entries were submitted to a centralized platform and could easily be tracked by the organizers in making sure goals are being met for the number of submissions.

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For 2017, with the help of the Judgify team, the free entry offer was able to continue with adding the feature in the system with new codes.

The Judgify system proved to be useful as well in the judging process in providing an easy platform to score the entries. Compared to the previous years, the organizers did not have to provide different excel scoring templates for the use of the judges in the evaluation process.

As a result, with the assistance of the Judgify system, AHMA 2017 experience a seamless submission and scoring process for the award entries. That made it easier for the hospitals to join the awards program and for the judges to rate the entries.



PERSPECTIVE

The recognition of successful hospital projects, aimed in improving the patient services and community impact in Asia Pacific's healthcare situation doesn't stop here. The AHMA team stated that they are going to expand the reach of the programme and target to receive at least 600 submissions from hospitals around the region.

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The contribution of Judgify to the smooth submission process and judging automation for AHMA 2017 gave us a good opportunity for growth. We intend to continue using the system and cooperating with the team for 2018 as well.

-Rose Onilongo

Conference Manager, Clarion Events

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