

Always Events® Recognition Program

Background

Always Events® refer to aspects of the patient experience that are so important to patients and families that health care providers should reliably do them — in other words, what do we promise to the patients entrusted to our care. Always Events are identified in partnership with patients and families. The event should be broadly implemented to reliably occur 100% of the time.

The IHI Always Events Recognition Program enables any organization that has implemented a program meeting the Always Events criteria to be recognized by IHI. These programs will be listed on the IHI website. Recognized programs will be able to use the Always Events brand in conjunction with their programs but will not receive any compensation. Organizations with registered Always Events may have the opportunity to promote their work in IHI webinars and other forums.

Application Process

Organizations interested in applying for recognition should submit a letter to the Institute for Healthcare Improvement (IHI) containing the information requested in the Always Events Recognition Program Application.

- The letter should be directed to Angela Zambeaux at azambeaux@ihi.org.
- Applications are reviewed twice a year. Submission deadline dates are **October 15** and **April 15**.

IHI and a selected group of experts will review the application to assess that it is complete and that the applicant has clearly documented how its program meets the required criteria. Organizations will be notified of the assessment and recognized programs will be added to IHI's website.

Additional Information

IHI encourages organizations interested in applying for recognition to refer to the Always Events website (<http://alwaysevents.pickerinstitute.org/>) and www.ihi.org/alwaysevents for more information including extensive resource materials from the grantee organizations, webinars, and video overviews.

In late 2012, The Picker Institute issued the [Always Events Blueprint for Action](#), which provides examples of Always Events and may be used as a guide for reliably implementing such events.

Other helpful programs include the IHI National Forum, International Summit, and Person-and Family-Centered Care Seminar. Additional information and enrollment at www.ihi.org.

Always Events® Recognition Program Application

To apply for Always Event recognition, please submit a letter to Angela Zambeaux (azambeaux@ihi.org) containing the following information. (Please note: The letter must contain each of the sections described below to be considered for recognition. Organizations are encouraged to use the headings to mark the sections in their letter.)

1. **Identification of Proposed Always Event:** Please identify in 1 to 2 sentences the practice/program that is proposed to be recognized as an Always Event.
2. **Always Events/Experiences Criteria:** Please describe, in 3 to 5 sentences for each section, how the proposed Always Event meets the four Always Events criteria.
 - a. **Significant** – Patients and family members have identified the event/experience as fundamental to their care.
 - b. **Evidence-based** – The event is known to be related to the optimal care of and respect for the patient and family members.
 - c. **Measurable** – The event is specific enough that it is possible to accurately and reliably determine whether or not it occurred.
 - d. **Affordable** – The event can be achieved by any organization without substantial renovations, capital expenditures, or the purchase of new equipment or technology.
3. **Foundational Elements:** Please describe the following elements of the program in 3-5 sentences for each section.
 - a. **Partnerships with Patients and Families:** Please indicate how the organization is partnering with patients and family members in the development and refinement of the program.
 - b. **Leadership:** Please describe how organizational leadership has supported this program, as well as patient- and family-centered care in general.
 - c. **Staff Engagement:** Please describe how staff have been engaged in the program.
4. **Evaluation and Outcome:** Please briefly describe the quantitative and qualitative measures that are being used to assess the effectiveness of the program and the outcome of the evaluation to date. Include specific information on the implementation and spread/scale-up plan. Relevant supporting materials may be attached to the application.
5. **Evidence of Institutional Commitment:** The letter must be signed by the chief executive who affirms the following:
 - a. The proposed Always Event is consistently being executed within the applicant organization- please specify which area or areas of the organization are involved.
 - b. The organization agrees to make resources and tools related to the recognized Always Event publicly available at no charge on the IHI website.