

Guideline

Overview GOLD Forum process

The GOLD Forum process is a global platform that gives recognition to healthcare services working at the highest level of implementation of tobacco management in accordance with the Global Standards.

Reaching a high level of implementation is a great achievement but sustaining that implementation over time requires an even greater commitment at an organizational level.

The purpose of the GOLD Forum process is to motivate healthcare services to continuously improve the implementation quality of all eight standards and provide a learning and sharing opportunity for the exchange of experiences and good practice.

GOLD Forum members have the ability to share and showcase their experiences and expertise through a variety of channels during the four years of their membership, thus supporting and motivating other healthcare services locally and internationally in their tobacco management efforts.

Who can become a GOLD Forum member?

All healthcare services that have reached a high level implementation of the Global Standards and had their self audit results verified and validation within a national or regional process are eligible to be nominated as a candidate in a [GOLD Process](#).

Nominated candidates must have achieved a self audit score of equal or greater than 126 and have demonstrated the implementation of:

- A clear and strong leadership to systematically implement a tobacco-free policy
- A comprehensive communication strategy
- An appropriate education and training for clinical and non-clinical staff
- A systematic tobacco cessation program
- A tobacco-free healthcare environment
- A systematic health promotion program and a tobacco-free culture among healthcare staff
- Engagement in community tobacco-free activities at a local, regional and national level
- Systematic monitoring and evaluation

Nominated GOLD Process candidates are then peer-reviewed in an international jury process.

Gold Certification Process

Candidate(s) must be nominated to the Global Network Coordinating Centre by an authorized submitter.

An authorized submitter is any one of the following:

- Lead or network coordinator of a member network
- Representative from a relevant national organization involved in tobacco control (ie. HPH)
- Representative of a public health organization (such as Public Health Department of the relevant territory)

Responsibilities

- Verifying and Validating high-level implementation is the responsibility of the national process
- Providing clear information and evidence of that high-level implementation is in place is the national responsible of the national submitter
- Understand the processes used and quality of the results achieved is the responsibility of the Jury Team
- Providing information on the processes used and quality of the results achieved is the responsibility of the nominated candidate

What is a National/Regional Validation Process?

GNTH-defines an external national/regional process as:

“A process external to the healthcare service, carried out by experts in tobacco control, health promotion and/or service user quality and safety and are trained in the implementing the Global Standards and the self-audit tool.”

Key aspects of the external process include:

- Review of documentation and data
- On-site visit and/or peer-review process

There should be an identified lead to oversee the process and act as the authorized submitter for nominations to the GOLD Process

Requirements for Nomination Candidate

- Self-Audit score of ≥ 126
(Standards 1-8)
- High quality implementation is achieved in all key areas
- High level implementation must have been verified and validated by an external national/regional process
- Nomination is by an authorized submitter

Submission of contact details for a key person within the nominated healthcare service
Acceptance that application is peer-reviewed by a Jury Team assigned within the GOLD Forum Process

Payment of application fee (800 euro)

Nomination Requirements COMMITMENT HEALTHCARE SERVICES

- Written tobacco free policy addresses each of the Global Network Standards
- Documents show active engagement and assignment of senior managers
- A strategy and updated action plan guides implementation
- Funding is allocated in financial documents
- Personnel are allocated in human resources documents
- Non-acceptance of tobacco industry sponsorship and funding, sale, distribution and advertisement of tobacco products

Nomination Requirements COMMUNICATION

- A clear communication plan informs staff, patients and community
- Tools/materials for communicating the policy with staff, students, subcontractors and agency staff are evident and up to date
- Tools/materials for communicating the policy with service users, visitors and the community are evident and up to date

Nomination Requirements EDUCATION AND TRAINING

- An education and training strategy is in place
- All required types/levels of tobacco cessation training are provided
- Training program/documents/materials reflect current best practice
- Organization Chart identifies staff for different types of training

Nomination Requirements TOBACCO CESSATION PROGRAM

- The healthcare organization has a systematic procedure in place to identify, diagnose and document the tobacco addiction/ dependence status of service users (including users of associated devices/e-cigarettes)
- Information about the risk of tobacco consumption (including the use of associated devices/e-cigarettes) and tobacco cessation methods is widely available for all service users.
- The healthcare organization has a tobacco cessation service or a referral system to a service that provides treatment for tobacco addiction/dependence in line with researched best practice.
- No or % of referrals to the cessation service followed up in accordance with national standard

Nomination Requirements TOBACCO-FREE ENVIRONMENT

- A tobacco-free environment is in place
- Tobacco and associated devices/e-cigarettes are not sold, distributed or advertised within the organization
- Monitoring tools and process maintain the tobacco-free environment
- All infringements of the policy are monitored and recorded
- A procedure is in place to manage any and all exceptional circumstances
- Nomination Requirements
Health Program - Tobacco-free Culture Staff
- An implemented workplace program promotes the health of all working within the organization
- Process /Procedures identify tobacco and associated devices/e-cigarettes users, offer help and provide access to a tobacco cessation service to all tobacco users among staff
- Employment contracts include statements about commitment by staff to organisational tobacco-free environment and culture
- Staff policies describe or outline requirements of the staff exemplary role in accordance with national legislation and WHO CODE OF PRACTICE FOR HEALTH CARE PERSONNEL

Nomination Requirements ENGAGEMENT IN COMMUNITY REGIONAL / NATIONAL TOBACCO-FREE ACTIVITIES

- A strategy and action plan guides tobacco-free activities
- Engagement in regional and/or national tobacco-free activities
- Project reports of activities ie participation in national or WNTD
- Number and/or list of activities engaged in with local community partner's in the past year
- Number and/or list of partners worked with in the past year to promote tobacco control
- Actions or events for specific targeted groups

Nomination Requirements SYSTEMATIC MONITORING AND EVALUATION

- Data collection systems support systematic monitoring & evaluation

- Data collection systems include feedback from staff and service users
- Quality improvement and sustainment plans are annually documented

GOLD PROCESS – APPLICATION FEE (€ 800)

- GOLD Process administration and application review
- Online support during the Process and expert feedback
- Awarding of the GOLD Forum Certificate, Glass Globe and Membership of the Global GOLD FORUM (when successful)
- Invitation to present at the GOLD Forum Event (held in conjunction with the 29th International HPH Conference)
- Free Registration Fee to Gold Forum Event
- Recognition and profile on the GOLD FORUM platform on the Global website

Certification Documents / Forms

1. Document: FORM A

FORM A: What is the purpose of it?

The national tobacco control situation as well as the situation specific for the respective the healthcare service needs to be clearly documented. This data has to be referenced by weblinks, guidelines and other sources the jury members can go back to.

The jury team needs a clear picture of how the respective candidate was selected for nomination.

The Jury Members have to be clear about the validation process at the national and or regional level. They need to understand how you gained insight into the implementation process of the candidate and they would need to know how you verified the reliability of the evidence of the reported results.

Submission: Responsibility Submitter

Only authorized submitters can nominate a healthcare service as a candidate in a GOLD Process. The submitter must describe the national “verification and validation” process and findings that support the nomination of each candidate in the “FORM A”.

FORM B

Responsibility Healthcare Services & Submitter

All accepted candidate healthcare services are invited to submit the” FORM B” to highlight innovative and good practice and provide information of their quality improvement plans and commitment to sustain this high-level implementation into the future. The Form B can be completed with the support of the authorized submitter.

FORM C

Within “FORM C” the Jury gives a little summary about the review, the Jury provides their feedback, stresses highlights of good practice at the healthcare service and gives hints on possible improvements.

Jury

Criteria for Jury Panel Participation

- Previous Jury member or auditor with certification process

- Experts with experience in implementing the Global Standards at organizational and/or regional/national levels
- Experts with experience in tobacco prevention and health promotion quality management in healthcare services and understanding of the global standards
- Representatives of existing Gold Forum Members

Jury Panel

Jury Members are invited to join a Jury Panel at the start of the GOLD Process
Nominated Candidates to the GOLD Process will be reviewed by a Jury Team

- Each Jury Team will be composed of 2 experts
- A Jury Trainee is possible in a (max 3) Jury Team
- Jury Members must sign the GNTH Disclosure of Conflict of interest

Jury Teams are formed from the Jury Panel and candidates are assigned by the GOLD Process Lead team.

GOLD FORUM EVENT

New members are invited to participate and share their experiences at the Gold Forum event and receive the Certificate and the GOLD Award

- Membership of the GNTH-Global GOLD Forum lasts for a period of 4 years