

# AHCA/NCAL

## Bronze Quality Award Seminar

November 30, 2017

NCHCFA  
5109 Bur Oak  
Circle  
Raleigh, NC 27612  
919-782-3827

Registration:  
8:00 am - 8:30 am

Seminar:  
8:30 am - 5:00 pm

Cost:  
NCHCFA member  
- \$75

*\*light breakfast and  
lunch included*

This seminar has  
been  
approved by the  
NC State Board of  
Examiners for  
NHA for  
7.0 Administrative  
hours.

NCHCFA is a  
registered sponsor  
of continuing  
education with the  
NC State Board of  
Examiners for  
NHA.

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919-782-3827  
919-787-8418 (fax)

The AHCA/NCAL National Quality Award Program provides a pathway for providers of long term care services to journey towards performance excellence. The program is based on the core values and criteria of the Baldrige Performance Excellence Program. The Quality Award program has three progressive step levels. This seminar will cover the first level, Bronze - Commitment to Quality. Bronze Award applicants begin their quality journey by developing an organizational profile including vision and mission statements, an awareness of their environment and customers' expectations, and a demonstration of their ability to improve a process.

This session includes a full day of training and consultation on how to complete the AHCA/NCAL Bronze Quality Award Application. This training will decipher the criteria, answer questions, clarify concepts, and guide participants through the process of writing an organizational quality award application. Using interactive technology, participants will leave the workshop with their applications complete or with few areas to fill in.

It is never too early to begin thinking about and planning your quality award application. This is an opportunity for you and your team to begin your quality journey by working together through the writing process. Get your application ready early and have plenty of time to fine tune it before the deadline.

### Helpful Items You Can Bring:

- A copy of your mission statement (and vision statement if you have one)
- A list of your major employee groups, with number of desired employees for each group and any descriptions of minimum education for these groups that you have
- Summaries of resident, family and other satisfaction surveys that you have conducted in the last year
- If your facility is owned by a parent company, an organizational chart of your parent company
- A basic geographical description of your local market area, defined as the area from which you draw residents or other key customers and/or staff members
- The names of the data sources that you currently use to access comparative and competitive data
- A list of the steps of your process to fix problems or make improvements

### Objectives:

- Gain knowledge on the AHCA/NCAL Bronze National Quality Award Application Process
- Understand the technical requirements of the application process and recertification policy of the Awards Program
- Review and learn the Bronze Quality Award Criteria
- Develop the framework of a Quality Award Application

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### Instructors:

#### Amy Fann, MSN, RN, LNHA

Amy has been in Skilled Nursing for almost 22 years as a nurse leader and nursing home administrator. Amy's undergraduate degree is in nursing from the University of North Carolina at Chapel Hill and her master's degree is in Nursing Leadership from East Carolina University. Amy has served with the AHCA quality award program as a senior examiner for seven years and has served as a team leader for two years. She has coached the winners of 14 Bronze and seven Silver awards. Amy has also served for 2 years as the chairperson for the North Carolina Healthcare Association Quality Committee.

James Krob- L.N.H.A., James has been in Long term care for almost 30 years with almost 25 of those years as a nursing home administrator. James' undergraduate degree is in psychology and while obtaining his Master's Degree in Business Administration from Ashford University, James studied many courses in Quality Improvement practices which encompassed all sectors of business including healthcare. James has been part of the ACHA quality awards for many years with several different companies. James has written and won two bronze awards and a silver award. James started with the ACHA quality award program as a Senior Examiner, reviewing Silver Awards and providing feedback to allow the applicants an opportunity to continue to grow in their quality journey. Over the last two years, James has been a Master Examiner reviewing gold level award applications, providing feedback and site visit reviews.

*You must notify NCHCFA in writing within 48 hours of the seminar to be eligible for a refund. Charges will still apply if a registrant fails to attend or cancels less than 48 hours in advance. An alternate may be sent. NCHCFA reserves the right to cancel the program if insufficient enrollment occurs. You will be notified prior to the seminar date and full refund will be issued.*

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Facility:

Address:

City/State/Zip:

Phone: \_\_\_\_\_ Fax:

Email:

*Confirmations will be emailed to this address*

Please list below the names of all persons registering, and their Administrator license number *if applicable*:

Name: \_\_\_\_\_ Admin #:

Name: \_\_\_\_\_ Admin #:

Name: \_\_\_\_\_ Admin #:

Name: \_\_\_\_\_ Admin #:

Name: \_\_\_\_\_ Admin #:

Name: \_\_\_\_\_ Admin #:

Method of Payment

Check Enclosed  Visa  MasterCard  Bill Me (NCHCFA members only)

American Express

Credit Card Information:

Expiration Date: \_\_\_\_\_ / \_\_\_\_\_ 3-Digit Security Code:

Authorizing Signature:

**SPACE IS LIMITED TO 22 REGISTRATIONS! THIS WILL BE FIRST-COME, FIRST-SERVE.**

**Date: November 30, 2017**

**Please fax your registration form to: 919-787-8418 OR email to KarenL@nchcfa.org**