

# NCHCFA Presents

## AHCA/NCAL Silver Quality Award Workshop

### November 6-7, 2019

### Raleigh, NC

**November 6-7, 2019**

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

**Registration:  
8:30 am - 9:00 am  
Each Day**

**Seminar:  
9:00 AM - 4:00 PM  
9:00 AM - 1:00 PM**

**Cost:  
NCHCFA member - \$175.00  
\*light breakfast and lunch  
included**

**This seminar has been  
approved by the  
NC State Board of Examiners  
for NHA for  
9.0 contact hours for Nursing  
Home Administrators.**

**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)**

Now that your facility has achieved the Bronze Award for its commitment to quality, it may be time to apply for the second level, the Silver Quality Award, to recognize your achievement in quality. In this one and half day workshop, applicants continue to learn and develop effective approaches that help improve performance and health care outcomes. In addition to the Organizational Profile, applicants provide a thorough assessment of their systematic approaches and the deployment of these approaches. At the end of this workshop, participants will have the framework for the Silver AHCA/NCAL Quality Award application.

#### Learning Objectives

- Translate your Bronze application into a Silver Organizational Profile
- Understand the structure and demands of the Silver Quality Award criteria
- Learn how examiners will use key evaluation tools to score your application and how you write to meet the demands of these tools
- Develop an outline to address the basic demands of the Silver criteria and key systems to either describe or develop your application
- Discover effective strategies to avoid the four most common application mistakes

#### Agenda

November 6<sup>th</sup>: 9:00 AM – 4:00 PM

November 7<sup>th</sup>: 9:00 AM – 1:00 PM

- Summary of the Silver Application Process
- Technical and Survey Requirements Review
- Review the Quality Award Re-Certification Policy
- Review the Key Factors Worksheet, Table of Expected Results, and Silver Scoring Guidelines
- How to Transition the Bronze Application to the Silver Application's Organization Profile
- Silver Application Criteria Review
- Develop Silver Application Framework and Guideline

*It is strongly suggested that at least two representatives from each registered facility be in attendance. Each registrant will be e-mailed a list of documents to bring to the workshop.*

#### Who Should Attend?

- Member facility administrators
- Member facility corporate staff
- Directors of Nursing

#### Cancellation Policy

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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Instructors:

**James Krob, LNHA**

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.

**Amy Fann, MSN, RN, LNHA, Liberty Healthcare**

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.

**Peggy Bulluck**

Peggy has devoted herself to the medical field for over 25 years, starting as a Registered Nurse where she served as the Vice President of Nursing for a Home Care Agency. She has now served as a Licensed Nursing Home Administrator in North Carolina for over 12 years, a Preceptor for the North Carolina Board of Nursing Home Administrators for six years, and recently received her license for the state of Virginia. She is currently pursuing her Bachelor Degree in Healthcare Management from Western Governors University.

She currently serves on the Standards and Ethics Committee for NCHCFA and on the IDR panel. Through Consulate Health Care, she is involved with the Executive Director Council and provides mentorship to new Executive Directors. Having written and won two Bronze awards and submitted two Silver award applications, with achieving the Silver in 2019, Peggy understands the necessity for an industry-wide commitment to quality and performance excellence within long-term care. She recognizes that pursuing a Quality Award is not just a moment in time, but a journey.

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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 #: \_\_\_\_\_

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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: \_\_\_\_\_

**Please register online at [www.NCHCFA.org](http://www.NCHCFA.org), fax your registration form to 919-787-8418,  
OR email to [KarenL@NCHCFA.org](mailto:KarenL@NCHCFA.org)**