

# AHCA/NCAL BRONZE AWARD

## BEGIN YOUR QUALITY JOURNEY

Provided by NC Health Care Facilities Association, in partnership with several state affiliates  
November 17 & November 18: 3-5 pm ET

### The AHCA/NCAL National Quality Award Program

*Inspiring Excellence Since 1996*



#### WORKSHOP DESCRIPTION

If your organization has thought about participating in the AHCA/NCAL National Quality Award program, this is your opportunity to complete the Bronze Award application **from beginning to end** with coaching support along the way from our expert facilitators. This workshop is about more than an award; besides gaining a better understanding of what examiners are looking for and how to use the award criteria as an improvement tool, you will learn how to use the award process to focus, align, and accelerate your performance excellence efforts - becoming a high-performing organization.

#### ABOUT THE AWARD

The Bronze Award - Commitment to Quality is the first level in your performance excellence journey. The goal of this award is to provide applicants with the tools and resources they need to achieve performance improvement.

#### SUGGESTED PARTICIPANTS

Suggested participants for this workshop are administrators or executive directors and directors of nursing, admission coordinators, along with other leadership team members - including owners. A team approach is the most effective method to develop your application in a manner that makes it your “management document,” and not just an award application.

#### CONTACT HOURS & PRICING

This program offers 4.0 contact hours for nursing homes administrators. NCHCFA is registered sponsor of continuing education with the NC State Board of Examiners for Nursing Home Administrators (NCBENHA). Comments regarding the Registered Sponsor Course may be addressed to: NCBENHA, 3733 National Drive, Suite 110, Raleigh, NC 27612.

This program has been submitted (but not yet approved) for Continuing Education for 4 total participant hours from NAB/NCERS. We will keep you updated on approval status.

Member Price: \$75.00

#### LEARNER OBJECTIVES

1. Understand the AHCA/NCAL Bronze Quality Award process.
  2. Gain an understanding of the value of participating in the Quality Award process.
  3. Go “behind the scenes” of the assessment process to understand what examiners are looking for and why this is important - beyond an award application.
  4. Understand the technical requirements and policies of the Bronze Quality Award process.
  5. Understand how quality improvement activities build a culture of continuous improvement and high-performance work teams.
  6. Write the draft of your organization’s Bronze Quality Award application.
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### FACULTY

Glenn Bodinson, FACHE, founded BaldrigeCoach to help organizations improve their performance. BaldrigeCoach clients have won 23 Baldrige Awards. In the past nine years, 20 AHCA/NCAL Gold Quality Award recipients and more than 75 AHCA/NCAL Silver Award recipients have used the BaldrigeCoach system.

Kay Kendall spent more than 20 years as a quality executive leading large-scale change initiatives across diverse industries. From 2002 through 2005, Kay served on the Panel of Judges for the Malcolm Baldrige National Quality Program after serving as an Examiner and Senior Examiner for the Program for six years. She continues to serve as a Master Examiner for the program. She has been a facilitator of the national training for examiners since 1998. She was a Master Examiner and Team Leader for the AHCA/NCAL Quality Award from 2011 – 2015.

### VIRTUAL EVENT

This workshop will be held virtually on Zoom over the duration of two days **November 17 and November 18**. Participation in both sessions is required. Sessions will be held from 3-5 pm ET. Participants will be required to participate on camera and audio.

### IMPORTANT INFORMATION

- Registration is limited to AHCA/NCAL members (Members of NCHCFA)
- Registration is non-refundable, however substitutions are allowed up to 48 hours before the program
- Participation in this workshop does NOT guarantee award/renewal receipt by AHCA/NCAL
- Registration for a facility includes up to 2 participants. If you would like to request additional participants, please contact the association directly.

### WHO IS ELIGIBLE FOR THE 2020 AHCA/NCAL NATIONAL BRONZE QUALITY AWARD?

- Providers who are or will be members in good standing with AHCA or NCAL at the time of application are eligible to apply. Those who are members in good standing at the time of award notification are eligible to receive the award and the associated feedback report.
- Skilled nursing facilities, assisted living communities, campus settings.
- Campus settings with multiple levels of services may elect to apply for the entire campus as one or may elect to apply independently for each level of service.
- Skilled nursing facilities must have completed at least one Medicare/Medicaid survey.

### WHO IS NOT ELIGIBLE?

- Providers who are not members in good standing with AHCA or NCAL at the time of application are not eligible to apply. Those who are not members in good standing at the time of award notification are not eligible to receive the award and the associated feedback report.
  - Skilled nursing facilities that have been cited for a regulatory deficiency at the Immediate Jeopardy level or Substandard of Care level in any survey during the past three calendar years.
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## WHAT IS THE AHCA/NCAL NATIONAL QUALITY AWARD PROGRAM?

The AHCA/NCAL National Quality Award Program recognizes long term and post-acute care organizations across the nation for quality. Based on the Baldrige Performance Excellence Framework, a nationally recognized method for improving business performance, the Program sets high standards for quality and excellence. The Program has three levels of awards: *Bronze – Commitment to Quality*, *Silver - Achievement in Quality*, and *Gold – Excellence in Quality*, each of which set progressively higher standards for performance. By moving through the three award levels, organizations will improve the quality of the care and services they provide.

### BRONZE AWARD – Commitment to Quality

The goal of this award level is to provide applicants with the tools and resources they need to achieve performance improvement through the introduction of the Baldrige criteria.

### SILVER AWARD – Achievement in Quality

At this level, applicants respond to a sub-set of the Baldrige criteria to continue to learn and develop effective approaches to drive continual improvement of performance and health care outcomes.

### GOLD AWARD – Excellence in Quality

At this final level of the Program, applicants must apply the Baldrige criteria in its entirety to show superior performance in areas of the criteria including leadership, strategic planning, and customer and staff satisfaction.

## WHY SHOULD MY ORGANIZATION APPLY?

### Performance Improvement

The Program provides a proven framework that organizations can use to make improvements in any clinical, quality or other operational outcome area. 90 percent of applicants identify performance improvement as a main reason in applying for an award.

### Superior Outcomes

Research shows that Silver and Gold recipients have superior performance in key quality outcome areas such as 30-day hospital readmission, off-label use of antipsychotics, Five-Star ratings, occupancy rate and operating margin.

### Regulatory Demands

The Program criteria prepares providers for regulatory demands such as CMS' Quality Assurance/Performance Improvement (QAPI) requirements and the Medicare and Medicaid Requirements of Participation (RoP).

### Team Engagement

Bring your team together for one common goal. The application process serves as a team building activity to engage staff across all levels of your organization.

### Esteemed Recognition

The AHCA/NCAL National Quality Award provides national, external validation of high quality care and services – the perfect information to share with your consumers, stakeholders and referral partners.



Orchard Ridge, Genesis Healthcare – Florida



ACC Care Center – California

## FOR MORE INFORMATION

VISIT: [www.ahcancal.org/qualityaward](http://www.ahcancal.org/qualityaward)

EMAIL: [qualityaward@ahca.org](mailto:qualityaward@ahca.org)

CALL: 202.842.4444