

AHCA/NCAL GOLD AWARD

BECOME THE BEST OF THE BEST



Provided by Health Care Association of Michigan & Michigan Center for Assisted Living, in partnership with several state affiliates

Program to be held on Zoom October 6, 8, 12, 20, 27, and 29: 2-5 pm ET, 1-4 pm CT, 12-3 pm MT, 11-2 pm PT

The AHCA/NCAL National Quality Award Program

Inspiring Excellence Since 1996



WORKSHOP DESCRIPTION

Preparing an application for a Gold AHCA/NCAL National Quality Award is a big step up from the Silver Award application. In the past three years only 14 percent of Gold Award applicants have earned site visits. This workshop helps identify and prevent the five most common reasons for not earning a site visit. By mastering the performance excellence fundamentals, creating your application plans, and refining your application skills will give you a head start on your 2021 Gold Award Application.

ABOUT THE AWARD

The final step in the AHCA/NCAL National Quality Award Program is the Gold – Excellence in Quality Award. Recipients of the Gold Award are considered the best of the best in the profession. At the Gold Award level, applicants must show superior performance in areas of the criteria including leadership, strategic planning, and customer and staff satisfaction. By completing the Gold level criteria, organizations take their quality journey to a higher level through the valuable feedback received in the application process and thereby reaching organizational goals. Gold applicants address the Baldrige Excellence Framework in its entirety.

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

NHA: This program has been submitted (but not yet approved) for Continuing Education for 18 total participant hours from NAB/NCERS. Contact KistiBoatright@hcam.org for further information.

AFC & CALD: This continuing education activity is appropriate for adult foster care providers and certified assisted living directors for a recommended maximum of 18 clock hours of professional development.

LEARNER OBJECTIVES

1. Describe the gold criteria and scoring guidelines.
 2. Plan the application preparation project.
 3. Master skills for presenting results.
 4. Master skills for describing processes.
 5. Describe systematic evaluation and improvement.
 6. Plan for writing and reviewing the first draft of your application.
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A Virtual, Multi-State Initiative

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FACULTY

Glenn Bodinson, FACHE, founded BaldrigeCoach to help organizations improve their performance. BaldrigeCoach clients have won 21 Baldrige Awards. In the past seven years, 16 AHCA/NCAL Gold Quality Award recipients and more than 50 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 an Alumni 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 a series of sessions in October including October 6, 8, 12, 20, 27, and 29. Participation in all sessions is required. Sessions will be held from 2-5 pm ET, 1-4 pm CT, 12-3 pm MT, 11-2 pm PT. Participants will be required to participate on camera and audio.

BEFORE THE WORKSHOP

- Review your silver application and have a copy with you
- If you have previously applied for the Gold, please bring your feedback report
- Review the eligibility requirements in the 2021 Gold Criteria and Application document to ensure you are eligible to apply
- Bring a copy of the 2021 Gold Achievement in Quality Award Application & Criteria

IMPORTANT INFORMATION

- Registration is limited to AHCA/NCAL members
- 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

TESTIMONIAL

"The facility Administrator and I attended the Silver Award Workshop in preparation to create the 2020 Silver Award Application for Metron of Forest Hills. We found the session extremely helpful in explaining the application process and requirements, developing facility-specific answers, and aide in creating an initial draft of the application. The instructors were personable and welcoming to all who participated. I highly recommend attending the offered educational sessions prior to attempting any of the three AHCA/NCAL award applications." - Kelly Dines

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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

EMAIL: qualityaward@ahca.org

CALL: 202.842.4444

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