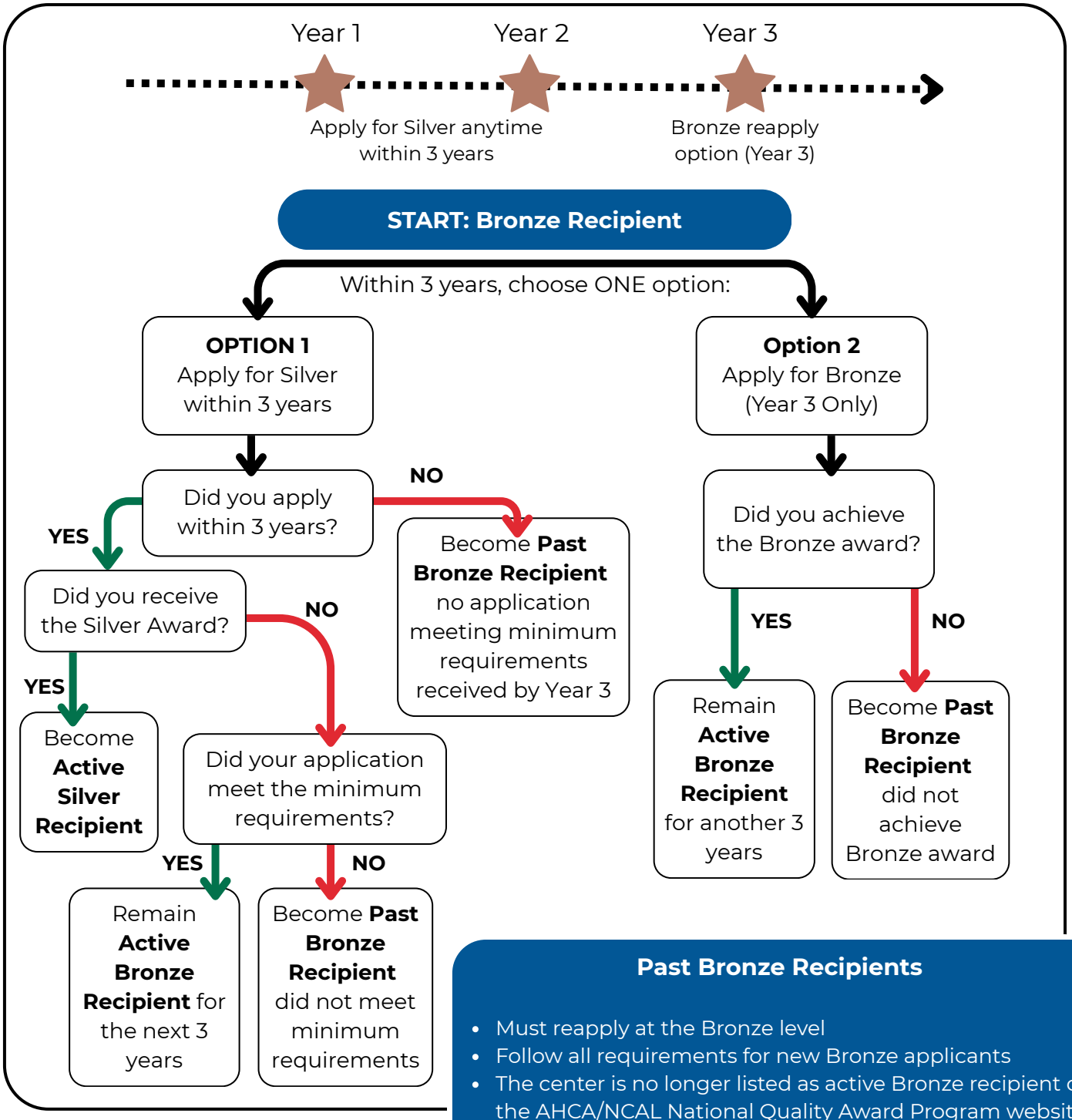
NATIONAL QUALITY AWARD 2027 RENEWAL POLICY

When an applicant becomes an award recipient, the terms and conditions of the Renewal Policy must be met in order to maintain active recipient status. Active recipients are considered to be performing at a level appropriate to their award designation and maintain continuous quality improvement within their organization. The requirements to be an active recipient are outlined by award level below.

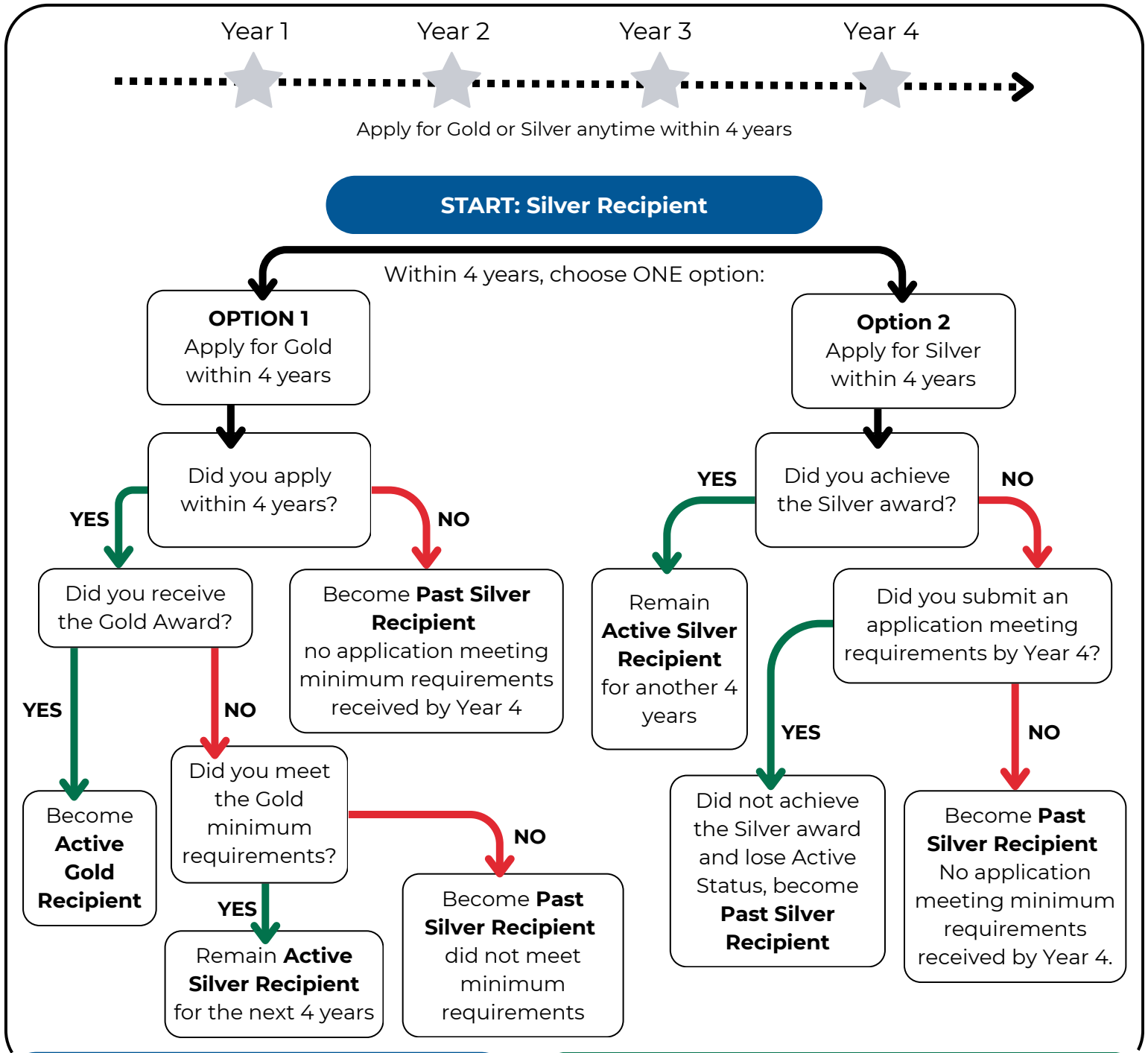
Bronze Award Level



Past Bronze Recipients

- Must reapply at the Bronze level
- Follow all requirements for new Bronze applicants
- The center is no longer listed as active Bronze recipient on the AHCA/NCAL National Quality Award Program website.

Silver
Award Level



PAST SILVER RECIPIENTS

- Must reapply at the Bronze level
- Follow all requirements for new Bronze applicants
- The center is no longer listed as active Silver recipient on the AHCA/NCAL National Quality Award Program website.

ALTERNATIVE PATH

Did you receive an award at the basic or overall criteria level from a program that is a member of the Baldrige Alliance?

YES - Remain Active Silver Recipient
NO - Follow standard pathways above

Gold
Award Level

RENEWAL TIMEFRAMES

Gold recipients from 1996-2021: 5-year renewal period

Gold recipients from 2022-Present: 10-year renewal period

START: Gold Recipient

Did you reengage in the Program?

NO

Past Gold Recipient
No reengagement in the Program.

YES

Must reapply at the Bronze award level and follow all requirements for new Bronze applicants.

Progress through the Program:
Bronze → Silver → Gold

Within your renewal period, did you achieve the Gold award?

YES

Remain Active Gold Recipient

NO

Past Gold Recipient
Did not achieve the Gold award within renewal timeframe.

PAST GOLD RECIPIENTS

- Occurs if you do not reengage in the Program, or reengage but do not achieve the Gold award within your renewal timeframe.
- Must reapply at the Bronze level and follow all requirements for new Bronze applicants.
- The center continues to be listed as a Gold recipient on the AHCA/NCAL National Quality Award Program website in the year in which the Gold award was achieved.

IMPORTANT NOTES

- Renewal windows are based on the year the award was received. Membership lapses do not extend renewal windows.
- Other than applying for the next award level of the Quality Award Program, there is no additional requirements that a center needs to fulfill.

FREQUENTLY ASKED QUESTIONS

Q: Do I need to complete any paperwork to remain an active recipient?
Other than applying for the next level of the Quality Award, there are no additional requirements that a center needs to fulfill.

Q: How do I find out my Quality Award history?
You can log into the Quality Award Portal and review the award history for your center under the Award History tab on your center's profile page.

Q: Where can I find Quality Award recipient lists?
You can access recipient lists on the Quality Award website. Note that if a center isn't a member of AHCA/NCAL, they are not listed on the active recipient list for Bronze and Silver. Note that this list is updated annually between July and August.

Q: If our center's membership lapses for one year and, as a result, we cannot apply for the award, will our renewal window be extended?
No, the renewal window will not be extended for any reason.

Q: What are the minimum requirements at the Silver level?
An active Bronze recipient must meet all the technical and originality requirements for a Silver application in order to meet minimum requirements and remain an active Bronze recipient for an additional three years.

Q: What are the minimum requirements at the Gold level?
An active Silver recipient must score a minimum of 250 points (the total of the Process and Results sections) on a Gold application in order to meet minimum requirements and remain active for an additional four years.

Q: I am a 2024 Bronze recipient. What do I need to do to remain active?
As a 2024 Bronze recipient you can choose one of two options to maintain active status in 2027: 1) apply at the Silver award level and meet the minimum requirements to be considered an active Bronze recipient or 2) reapply at the Bronze award level and achieve the Bronze award to remain active.

Q: I am a 2023 Silver recipient. What do I need to do to remain active?
As a 2023 Silver recipient you can choose one of two options to maintain your active status in 2027: 1) apply at the Gold award level and meet the minimum requirements to be considered an active Silver recipient or 2) reapply at the Silver award level and achieve the Silver award to remain active

Q: I am a 2019 Silver recipient, and I submitted a Gold application in 2022 and was disqualified. What am I eligible for?
Your center is currently considered a past recipient and is only eligible to submit a Bronze application.

Q: I am an active Silver recipient and in 2027 submit a Silver application that is disqualified. What will happen to my status?
An active Silver recipient reapplying for a Silver award must achieve it in order to remain active. In this case, since the application was disqualified, the applicant will become a past recipient.

Q: I am a 2010 Gold recipient, what do I need to do to remain an Active Gold recipient?
Gold recipients from 2021 and earlier may reengage in the Quality Award Program at any time in their 5 year window. When reengaging, recipients must start the process at the Bronze level only. When applying at the Bronze level, recipients will follow the Bronze renewal policy requirements and may continue progressing through the program (Bronze → Silver → Gold) in order to achieve the Gold award again within the active status period.
If the center does not receive the Gold award in this timeframe, they will be considered a past Gold recipient and will continue to be recognized on the Quality Award website, including the year in which they achieved the Gold award.

Q: I am a 2023 Gold recipient. What do I need to do to remain an Active Gold recipient?
Gold recipients from 2022 through 2025 may reengage in the Quality Award Program at any time in the 10-year window. When reengaging, recipients must start the process at the Bronze level only. When applying at the Bronze level, recipients will follow the Bronze renewal policy requirements and may continue progressing through the program (Bronze → Silver → Gold) in order to achieve the Gold award again within the active status period.

If the center does not receive the Gold award in this timeframe, they will be considered a past Gold recipient and will continue to be recognized on the Quality Award website, including the year in which they achieved the Gold award.

Q: My center failed to meet the originality requirements of the program. How does this impact what I can apply for?
If a center does not meet the originality requirements of the program, they are disqualified from the year they apply and are not eligible to apply in the following year.

Q: Can I still apply if my center does not meet the survey eligibility requirements for a particular award level?
Centers can apply, meet the standards of the renewal policy, and receive a feedback report even if they do not meet the survey eligibility criteria, found in each application packet. If a center is recommended for the award, they will not be recognized as a recipient if they fail the survey eligibility criteria.

Q: My center was bought by a new company and has a new name. What does this mean for our Quality Award history?
A center's Quality Award history is connected to it's federal provider number, so if your federal provider number stays the same, your history in the program carries forward.

Q: Have additional questions or need to contact the Quality Award Program?
Contact the Quality Award team at qualityaward@ahca.org

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