The Quality Award Program

FASTFACTS

How the program works

The AHCA/NCAL National Quality Awards Program is a progressive program that is based on the Baldrige Criteria for Performance Excellence. Participants move from the Bronze level, to Silver, and then ultimately to the Gold. Bronze recipients must demonstrate a groundwork for excellence by completing a self-assessment that outlays their organizational priorities and goals. Silver awardees outline their systematic approaches and demonstrate sustainable organizational and process results linked to their key customer requirements, success factors and challenges. Gold recipients represent an elite group by meeting all of the demands of the Baldrige Criteria, they demonstrate the achievement of high levels of performance over time in the areas of: leadership, strategic planning, customer and workforce, operations and knowledge management.

Totals From The Quality Award Program 2007-2017

BRONZE
Commitment to Quality
3,772 total awards

SILVER
Achievement in Quality
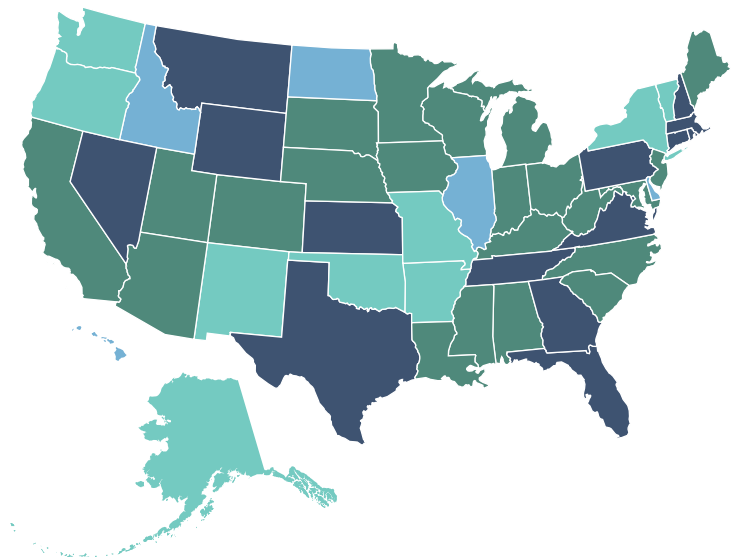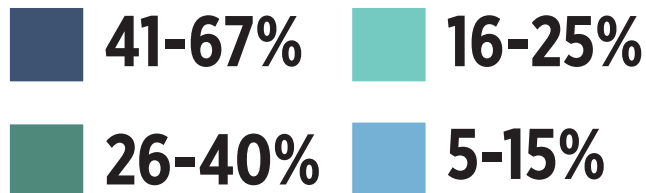**711** total awards

GOLD
Excellence in Quality
31 total awards

Where the Awardees Are

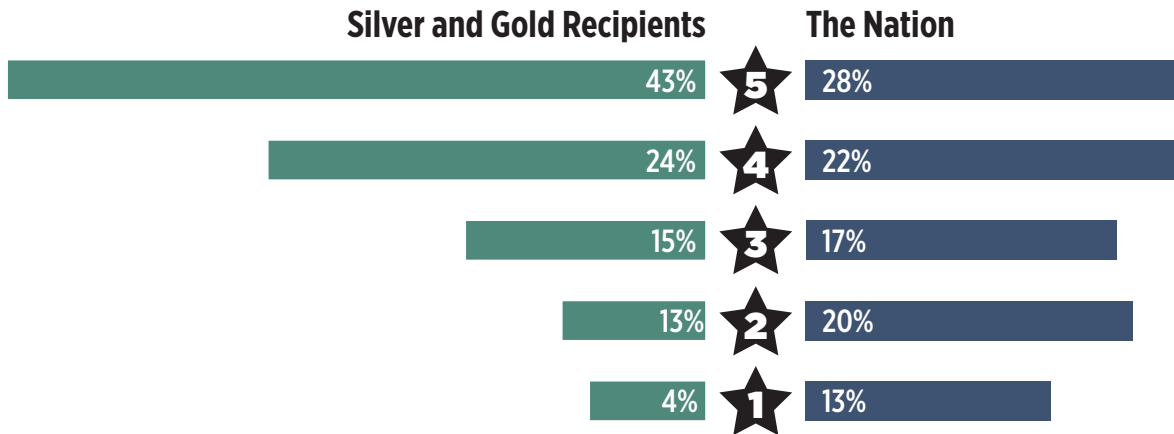**Percent of AHCA/NCAL Members Receiving a Quality Award, 2007-2017**

41-67%   **16-25%**

26-40%   **5-15%**

Quality Performance Measures [i]

5%

8%

14%

3%

9%

1%

Percent better than national average

Hospital Readmissions

Urinary Tract Infections

Off-Label Use of Antipsychotics

Falls

Pressure Ulcers

Discharge to Community
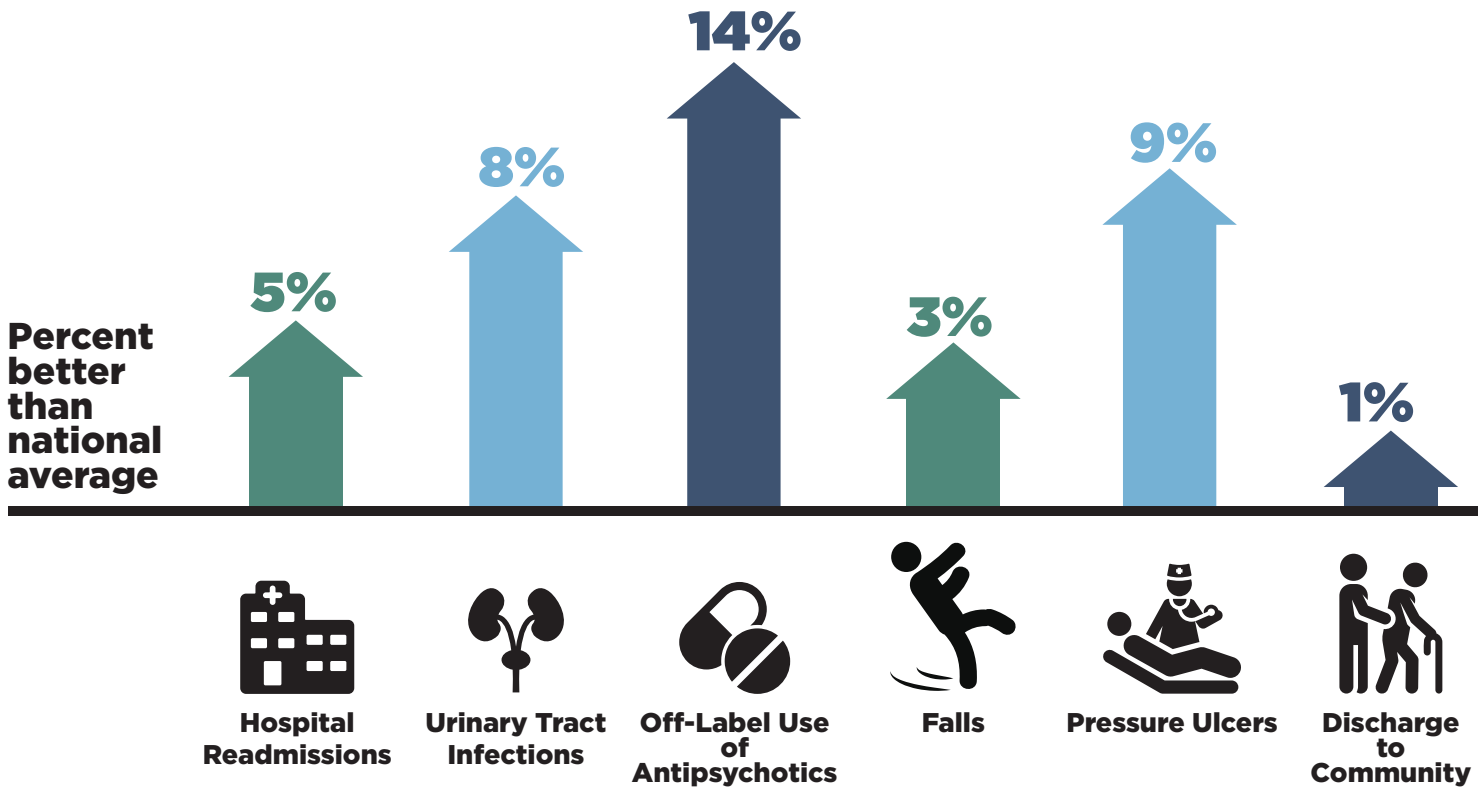
Starpower [ii]
Five Star Ratings

Overall Five Star Rating

Silver and Gold Recipients

The Nation

Stars	Silver and Gold Recipients	The Nation
5	43%	28%
4	24%	22%
3	15%	17%
2	13%	20%
1	4%	13%

3 to 5 stars

Survey
72% Quality Awards
57% The Nation

Staffing
81% Quality Awards
70% The Nation

Quality Metrics
91% Quality Awards
84% The Nation

i. Quality performance data from Nursing Home Compare (NHC) and LTC Trend Tracker. The readmissions measure is PointRight Pro30 Rehospitalization and discharge to community is Trend Tracker's MDS-based measure. NHC measures reflects data through 2018-Q1, Pro30 through 2017-Q3, and discharge to community through 2017-Q2. Performance difference is statistically significant ($p<0.05$) for all measures, except discharge to community.

ii. Star rating data from July 2018 release of Nursing Home Compare. Performance difference is statistically significant ($p<0.05$) for all measures.

Business Advantage for Owners [iii]

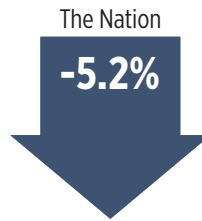## 2013-2017 Silver and Gold Recipients vs. the Nation

Occupancy Rate

86% Quality Awards

81% The Nation

Operating Margin

Quality Awards **-0.8%**

The Nation **-5.2%**

Bad Debt

47% Quality Awards

78% The Nation

Facility Characteristics [iv]

	2012-2016 Silver and Gold Award Recipients	The Nation
Ownership	**80%** For-Profit **20%** Not-For-Profit/ Government	**68%** For-Profit **32%** Not-For-Profit/ Government
Size	**114** Average Beds	**106** Average Beds
Location	**74%** Urban **26%** Rural	**72%** Urban **28%** Rural

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