

# The AHCA/NCAL National Quality Award Program

Inspiring Excellence Since 1996



## 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.ahcanal.org/qualityaward](http://www.ahcanal.org/qualityaward)

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