



AHCA/NCAL Quality Awards Webinar: Performance Excellence Management Model

June 23, 2026 | 10:00 am

Overview

Join us for this live, one-hour webinar on how participating in the process to apply for an AHCA/NCAL National Quality Award will produce benefits beyond obtaining an award itself.

What you'll learn

After introducing the integrated performance excellence model based on the Baldrige Excellence Framework for Health Care Criteria, Tammy Kelly will discuss the performance improvement and performance excellence framework specific to skilled nursing facilities and assisted living facilities. She will dig into how these core concepts and foundations of a performance excellence model align with QAPI and facility performance improvement processes. She will also share ways you can assess your center's current status.

Why attend?

The real value of an AHCA/NCAL Quality Award isn't the recognition. It's the roadmap. This webinar will let you walk away with a clearer picture of your facility's strengths, gaps, and next steps using proven tools grounded in the Baldrige Excellence Framework.

Presenter

Tammy Kelly, PT, LNHA, RAC-CT | Director of RAI & Clinical Reimbursement | CCR

Tammy Kelly is the Director of RAI and Clinical Reimbursement and a member of the senior management team at CCR. She has presented on a variety of topics at AHCA and VHCA-VCAL events and other professional conferences. She has served as a senior examiner/team leader for the AHCA/NCAL Silver Quality Awards since 2007, a coach for examiners and joined the Quality Award Examiner Training Team in 2025, and is one of four co-authors of curriculum for AANAC's Medicare University three-day training which served as the basis for the RAC-CTA certification curriculum.

Continuing Education

NAB approval pending.

Register online at www.vhca.org/calendar.