

# AHCA/NCAL SILVER AWARD

## CONTINUING YOUR QUALITY JOURNEY

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

August 4, August 11, August 18, August 25 and September 1 from 2-5 pm ET, 1-4 pm CT, 12-3 pm MT, 11-2 pm PT on Zoom



## The AHCA/NCAL National Quality Award Program

*Inspiring Excellence Since 1996*



### WORKSHOP DESCRIPTION

HCAM/MCAL, in partnership with several state affiliates, presents a SILVER Quality Award virtual workshop series to help you better understand the Silver Award application criteria, scoring, and strategies for a successful 2023 application submission.

### ABOUT THE AWARD

Bronze recipients have three years to apply for Silver from the year they received the Bronze award. Silver recipients outline their systematic approaches and demonstrate sustainable organizational and process results linked to their key customer requirements, success factors, and challenges.

This workshop is about more than an award; besides gaining a better understanding of what examiners are looking for and how to use the award criteria as an improvement tool, you will learn how to use the award process to focus, align, and accelerate your performance excellence efforts thus becoming a high-performing organization.

### SUGGESTED PARTICIPANTS

Suggested participants for this workshop are administrators or executive directors and directors of nursing, 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 15 total participant hours from NAB/NCERS.

AFC & CALD: This continuing education activity is appropriate for adult foster care providers and certified assisted living directors for a recommended maximum of 15 clock hours of professional development.

### LEARNER OBJECTIVES

1. Gain an understanding of the value of moving from Bronze recognition to Silver.
2. Go behind the scenes of the assessment process to understand what examiners are looking for and why that is important - beyond an award application.
3. Understand the details of the Baldrige process and results categories.
4. Identify your organization's strengths and opportunities for improvement as you practice writing responses with the assistance of experienced examiners.



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### FACULTY

Glenn Bodinson, FACHE, founded BaldrigeCoach to help organizations improve their performance. BaldrigeCoach clients have won 23 Baldrige Awards. In the past nine years, 20 AHCA/NCAL Gold Quality Award recipients and more than 75 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 a Master Examiner 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 on the following dates:

- August 4
- August 11
- August 18
- August 25
- September 1

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 video and audio.

### BEFORE THE WORKSHOP

- Review your Bronze application and have a copy with you
- Review the eligibility requirements in the 2023 Silver Criteria and Application document to ensure you are eligible to apply
- Have a copy of the 2023 Silver Achievement in Quality Award Application & Criteria
- If you have previously applied for Silver and not won, send a copy of your application and feedback report to the faculty before class ([glenn@baldrige-coach.com](mailto:glenn@baldrige-coach.com)).

### IMPORTANT INFORMATION

- Registration is limited to AHCA/NCAL members
  - Registration is non-refundable; however substitutions are allowed up to 48 hours before the program
  - Registration for a facility includes up to 2 participants. If you would like to request additional participants, please contact the association directly.
  - Participation in this workshop does NOT guarantee award/renewal receipt by AHCA/NCAL
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Registration Rate:

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### Attendee Information

Attendee #1	Name:	_____
	NAB ID:	_____
	Title:	_____
	Email Address:	_____
Attendee #2	Name:	_____
	NAB ID:	_____
	Title:	_____
	Email Address:	_____

### Facility Information

Facility/Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### Payment Information

Payment Method:	Visa	Mastercard	American Express
	Discover	Check/Money Order	
Credit Card Number	_____		
Expiration:	_____		
Three Digit Security Code:	_____		
Billing Zip Code:	_____		
Cardholder Name:	_____		
Cardholder Signature & Date:	_____		

# 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)

EMAIL: [qualityaward@ahca.org](mailto:qualityaward@ahca.org)

CALL: 202.842.4444

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