2018 Quality Award – New Applicant Overview Webinar
August 22\textsuperscript{nd} 2017

Urvi Patel, Director, Quality Improvement
Erin Prendergast, MPH, Senior Manager, Quality Improvement
What is the Quality Award Program?

- Established in 1996, the program recognizes long term and post-acute care member centers across the nation that strive for improved quality care.

- The program’s mission is to promote and support the application of continuous quality improvement in AHCA/NCAL member organizations.

- Award criteria is based on the Baldrige Performance Excellence Framework.

- Member centers apply for three progressive award levels:
  - **Bronze**—Commitment to Quality
  - **Silver**—Achievement in Quality
  - **Gold**—Excellence in Quality

Between 2007-2016, 4,261 organizations across 50 states were Quality Award recipients.
Why Should My Organization Apply?

• **Performance Improvement**
  – Program criteria assists organizations with preparation for regulatory demands such as CMS’ QAPI & RoP.

• **Superior Outcomes**
  – Silver and Gold recipients have superior performance in quality outcomes such as 30-day hospital readmissions, occupancy rating, and operating margin.

• **Esteemed Recognition**
  – Receipt of an award is an opportunity to establish recognition on both a local and national level.
2017-2018 Baldrige Criteria

Performance Excellence Framework

- Organizational Profile
- Leadership
- Strategy
- Customers
- Measurement, Analysis and Knowledge Management
- Workforce
- Operations
- Results
Three Levels of Distinction

Organizations must achieve the award at each level to continue to the next:

1. **Bronze** – Commitment to Quality
2. **Silver** – Achievement in Quality
3. **Gold** – Excellence in Quality
Getting Started

• Application type (SNF, AL, SNF & AL, ID/DD) must match membership type in the AHCA/NCAL membership database

• Only individual centers may apply

• Applicants must have received at least one Medicare/Medicaid certification survey in order to be eligible to receive the award

• Survey requirements can be found on page 4

  – Not a requirement to apply but in order receive the award

• Make sure to read the glossary and notes
Example of the Bronze Criteria

P.1 Organizational Description: What are your KEY organizational characteristics? Describe your organization’s operating environment and your relationships with KEY PATIENTS/RESIDENTS, CUSTOMERS, STAKEHOLDERS, suppliers, and PARTNERS.

Provide a response for each of the following questions:

a. ORGANIZATIONAL ENVIRONMENT

1. Service Offerings: What are your main HEALTH CARE SERVICE offerings? What is the relative importance of each to your organizational success (e.g., skilled nursing, subacute, etc.)?

ID/DD residential services providers only: What are your main active treatment and independent training offerings?
Bronze Award

- The Bronze Application is most importantly a statement of priorities for a center
- Many criteria questions use the term “Key” = Most Important
- You may have a clear picture of what’s most important (key), but others in the center may not
- This comprehensive understanding creates an unwavering focus on key performance requirements and results
- Evaluated on a criteria met/not met basis
<table>
<thead>
<tr>
<th>Event/Deadline</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality Award Applications are Published</td>
<td>August 1st, 2017</td>
</tr>
<tr>
<td>Intent to Apply Opens (All Levels)</td>
<td>Mid-September</td>
</tr>
<tr>
<td>Intent to Apply Deadline</td>
<td>November 9, 2017</td>
</tr>
<tr>
<td>Bronze, Silver and Gold Applications are Accepted</td>
<td>December 7, 2017</td>
</tr>
<tr>
<td>Gold Application Deadline</td>
<td>February 1, 2018</td>
</tr>
</tbody>
</table>
Recommended Resource:

The Bronze Criteria Series

2018 Bronze Criteria Series

Key:
- Complete
- In Progress
- Not Available
- Available
- Locked

- Bronze Series Viewing Guide
  Open to download resource.

- 2018 Bronze Series Introduction
  Open to view video.

- P.1.2.1 Video
  Open to view video.
  Explore: What are your main HEALTH CARE SERVICE offerings? What is the relative importance of each to your organizational success?

- P.1.2.2 Video
  Open to view video.

- P.1.2.3 Video
  Open to view video.

- P.1.2.4 Video
  Open to view video.

- P.1.2.5 Video
  Open to view video.

- P.1.2.6 Video
Recommended Resource:
Quality Award Website - Bronze Webpage

Application & Resources
The Bronze application packets include important information about the program and eligibility requirements for skilled nursing care centers (SNCC), intellectual and developmental disabilities (ID/DD) and assisted living (AL) providers.

Member centers can also refer to resources such as the calendar for key dates, Bronze Criteria Series Viewing Guide, and the Management Viewing Guide for links to slides and seminars.

Application Packets
- 2018 Bronze SNF ID/DD Application and Criteria
- 2018 Bronze AL Application and Criteria

Resources
- Submission Checklist
- Baldridge In The News

NATIONAL QUALITY AWARD PROGRAM
Inspiring Excellence Since 1996

AHCA. NCAL
American Health Care Association
National Center for Assisted Living
www.ahcancal.org/qualityaward
Recommended Resource:

LTC Trend Tracker

• Web-based tool for AHCA/NCAL members
• Allows you to measure, track, and benchmark your performance
• Data can be used as an indicator of quality care provided
• Data for each skilled nursing facility (SNF) is collected from publicly reported sources
• Data for Assisted Living is collected through member data uploads
Reports Available in LTC Trend Tracker

• Currently there are 20 different reports* available in LTC Trend Tracker
  – Survey Data
  – Quality Measure Data

*Some reports are specific to type of facility and/or permission-based
How to Access LTC Trend Tracker

www.ltctrendtracker.com
LTC Trend Tracker Resource Center

Questions?

Help@ltctrendtracker.com

www.ltctrendtracker.com

LTC Trend Tracker is a web-based tool that enables long term and post-acute care providers, including assisted living, to access key information that can help their organization succeed. This exclusive benefit for AHCA/NCPAL members, allows skilled nursing and assisted living organizations to benchmark personal metrics to those of their peers and examine ongoing quality improvement efforts. LTC Trend Tracker is AHCA/NCPAL members’ one-stop-shop to gain timely information and valuable insight about their own performance as well as the entire profession’s.

Find your NCAL ID here

Login
Register
Helpful Resources

**LTC trendtracker**
Website: [www.ltctrendtracker.com](http://www.ltctrendtracker.com)
Email: help@ltctrendtracker.com

**NATIONAL QUALITY AWARD PROGRAM**
Inspiring Excellence Since 1996

**ahcanecalED**
Website: [educate.ahcanecal.org](http://educate.ahcanecal.org)
Bronze Criteria Series:
educate.ahcanecal.org/products/2017-bronze-criteria-series

**AHCA/NCAL PUBLICATIONS**

**Website:** [www.ahcancal.org/qualityaward](http://www.ahcancal.org/qualityaward)
Email: qualityaward@ahca.org

**Website:** [www.ahcapublications.org](http://www.ahcapublications.org)
Phone: 800-321-0343
Q & A

“Applying to the AHCA Quality Award Program is truly the best thing I have ever done professionally! The experience gave us the foundation we needed to build our quality program. Using the Baldridge criteria allowed us all to speak the same language and focus on the right things, and the process of applying for the awards brought our entire team together. If you want to deliver the highest quality of services to your residents and families and have a team of high performers, go for the Gold!”

Maureen D. Carland MA, RN-BSN, NHA
Administrator Maine Veterans Home- Scarborough, Maine
2016 Gold – Excellence in Quality Award Recipient

Contact:
qualityaward@ahca.org