

The Requirements of Participation and Baldrige Connection

In implementing the [Requirements of Participation \(RoP\)](#), AHCA encourages member providers to take a step back and look at the big picture. At its core, the RoP are tied together by three key themes that focus on knowing **your residents, your staff, and your center**.

Through the [AHCA/NCAL National Quality Award Program](#), members can become better prepared to meet the requirements. The critical component of the Program is its use of the [Baldrige Performance Excellence Framework](#), a nationally recognized method known for improving business performance. By applying the Baldrige criteria, providers are better prepared to meet the new requirements.

Know Your Residents

Nursing centers must know their residents to provide person-centered care. Person-centered care recognizes the importance of honoring resident preferences and choices. It is the cornerstone of many requirements, which include (but are not limited to):

- Focusing on resident rights requirements that enable residents to be active partners in their care;
- Updating the care planning process to include a 48-hour baseline care plan, additional elements in the comprehensive care plan, and a discharge plan; and
- Conducting a facility assessment which requires centers to examine how they link the care they provide to the individualized needs of residents.

The Baldrige framework sees the resident or the customer as an integral part of an organization's ongoing success. By applying the criteria, providers learn how to:

- Go beyond customer satisfaction and truly engage their residents in their care. It's not just about meeting expectations, but exceeding expectations on a regular basis;
- Balance the needs of different customers, recognizing the importance but also the difficulty in meeting differing customer needs and expectations; and
- Take a deliberate approach to patient safety.

Know Your Staff

Nursing centers must ensure all staff—from registered nurses to maintenance staff to feeding assistants—have the competencies and training to meet the person-centered goals and needs of all residents. This is reflected in the requirements, which include (but are not limited to):

- Conducting a facility assessment, which requires centers to identify the competencies staff need to care for the resident population;
- Ensuring nursing, behavioral health, and food and nutrition services staff have the competencies and skill sets to provide needed services; and
- Developing an effective training program for all staff.

An organization's success depends on an engaged workforce that benefits from meaningful work, clear organizational direction, the opportunity to learn, and accountability for performance. The Baldrige framework serves as a road map for a center's operations and a path toward linking staff engagement, competencies, and training with improved resident outcomes. In applying the criteria to their operations, providers learn to:

- Focus on staff satisfaction and engagement, as well as staff effectiveness, including training and competencies; and
- Identify staff they need to effectively care for customers and perform all key work functions.

Know Your Center

Nursing centers need to practice **ongoing monitoring and quality improvement** to provide residents with the highest level of quality of care and quality of life. To do this, centers need to track outcomes of care, measure results against meaningful metrics and targets, and use [Quality Assurance and Performance Improvement \(QAPI\)](#) processes to identify opportunities for improvement and implement sustainable solutions. The RoP requires providers to:

- Monitor adverse events such as those related to infections and medication prescribing;
- Develop a QAPI plan and program to systematically address areas for improvement using data analysis and feedback from residents and staff; and
- Conduct strategic planning using the facility assessment.

The Baldrige criteria focus on elements of strategic planning and the use of data to ensure an organization's ongoing success. Through the Quality Award application process, organizations learn to be fact-based, knowledge-driven, agile to improve performance, competitive, and have effective management practices. In doing so, providers learn:

- How to focus on process effectiveness by ensuring each process achieves its intended purpose;
- How to explain their strategic planning process and demonstrate how those strategic plans are used throughout the year; and
- How to explain and understand the effective use of data as the foundation of their organizational system.

For more information about the RoPs and to access member resources,

visit ahcancalED at <https://educate.ahcancal.org/RoP>.

To learn more about the AHCA/NCAL National Quality Award Program, visit ahcancal.org.

To learn more about Baldrige, visit nist.gov/Baldrige.

Have questions? Contact qualityaward@ahca.org.