



OHIO NURSING HOME QUALITY IMPROVEMENT PROJECT

AHCA/NCAL National Quality Award Program

Description

The AHCA/NCAL National Quality Award Program awards nursing homes that have demonstrated quality improvement efforts on behalf of their organization through a competitive evaluation by trained Examiners who provide feedback on performance improvement opportunities. The program is based on the three progressive award levels; homes must achieve an award at each level to progress to the next level. Benefits to participation are described below.

Performance Improvement

The [AHCA/NCAL National Quality Award program](#) is designed to encourage continuous learning and help members:

- Increase performance management, planning, training, and assessment proficiencies through the standardization of their performance improvement system;
- Validate and secure the links between continuous improvement, quality, and customer satisfaction;
- Link mission, goals, and customer expectations;
- Assess and maximize the organization's strengths;
- Apply systematic approaches that produce consistent results; and
- Receive customized feedback to drive change.

Superior Outcomes

AHCA/NCAL research shows that Silver and Gold recipients have better outcomes than the national average in measures such as survey deficiencies, health citations, Five-Star ratings, antipsychotic use, customer satisfaction, and staff retention/turnover. Superior results in these areas lead to overall organizational success and positive financial performance.

Regulatory Demands

The demands of the National Quality Award criteria directly align with CMS' impending Quality Assurance/Performance Improvement (QAPI) program. Organizations that move through the three levels of the Quality Award program will be better prepared to meet the demands of QAPI.

Recognition

The AHCA/NCAL National Quality Award is a great way to showcase a facility's commitment to continuous quality improvement. Recipients receive a promotional packet, including a press release and the Quality Award recipient logo for use in marketing materials. AHCA/NCAL announces all recipients in a national press release and on the website. In addition, recipients are recognized at the AHCA/NCAL Annual Convention & Expo and receive specially designed awards to display at the center.

How to Join

Nursing home must complete the application process as required by AHCA/NCAL. Nursing centers must be members of AHCA/NCAL in order to participate in the program.

Brief Description of Required Activities

- Nursing home must complete the required application for the AHCA/NCAL National Quality Award Program and meet all eligibility and program requirements
- Nursing home must be awarded a [Bronze, Silver or Gold award](#) by the AHCA/NCAL National Quality Award Program:
 - **Bronze – Commitment to Quality** applicants begin their quality journey by developing an organizational profile including vision and mission statements, an awareness of their environment and customers' expectations, and a demonstration of their ability to improve a process.
 - **Silver – Achievement in Quality** applicants demonstrate a level of achievement in their quality journey through good performance outcomes that have evolved from how they embrace the core values and concepts of visionary leadership, focus on the future, resident-focused excellence, management by innovation, and focus on results and creating value.
 - **Gold – Excellence in Quality** applicants must show superior performance over time that is based on their systematic approaches to leadership; strategic planning, focus on customers, measurement, analysis and knowledge management, workforce focus, process management and results. Gold applicants address the complete Baldrige Criteria for Performance Excellence in Health Care.

Date(s) of Project

New program dates and deadlines are established each year; [click here for specific program dates](#). The general program timeline is:

- Application packets are available in August
- Application deadlines are generally in January or February
- Awards are announced from June-August

Evidence of Participation in the Project*

**Expected evidence of participation in the project should be kept by the nursing home for use in state survey to demonstrate compliance with Sec. 3721.072 (B) which states that "Beginning July 1, 2013, each nursing home shall participate every two years in at least one of the quality improvement projects included on the list made available by the department of aging under the nursing home quality initiative established under section 173.60 of the Revised Code."*

The nursing home should be able to provide the letter from AHCA indicating its award status and date of award.

Relevant links

[AHCA/NCAL National Quality Award Program](#)

Contacts

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