



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 efficiency and effectiveness 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
- 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 hospital readmissions, antipsychotic use, five-star ratings, occupancy rate, and operating margin. 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. Both QAPI and the Quality Award Program utilize a systematic approach to organizational performance and focus on leadership, responding to staff and customers, and demonstrating results.

Recognition

The AHCA/NCAL National Quality Award is a great way to show residents, family members and the community at-large an organization's commitment to continuous quality improvement. Recipients receive a promotional packet for their own marketing purposes and are featured by AHCA/NCAL in a national press release and on the website. In addition, recipients are recognized at the AHCA/NCAL Annual Convention & Expo in front of thousands of their peers.

How to Join

Nursing home must complete the application process as required by AHCA/NCAL. Nursing centers must be members of AHCA/NCAL in good standing 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 are assessed by their ability to describe links between their mission, key customers and strategic position, and to show evidence of successful improvements driven by their performance improvement system.
 - **Silver – Achievement in Quality:** Applicants provide an extensive self-assessment of their systematic approaches and the deployment of those approaches. Applicants must describe performance measures and sustainable organizational and process results that are linked to their key customer requirements, success factors, and challenges.
 - **Gold – Excellence in Quality:** Applicants must demonstrate that they are achieving high levels of performance over time in the areas of: healthcare, customer satisfaction, operational finances, workforce, process and leadership. Applicants must detail their approach, deployment of programs, and level of consistency of results.

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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