

A Virtual Multi-State Initiative



# AHCA/NCAL BRONZE QUALITY AWARD

## BEGIN YOUR QUALITY JOURNEY

Presented by the Health Care Association of New Jersey and hosted by the Health Care Association of Michigan & Michigan Center for Assisted Living, in partnership with other AHCA/NCAL state affiliates

Program to be held via Zoom ❖ NOVEMBER 2 & 9 ❖ 3 - 5 p.m.

## WORKSHOP DESCRIPTION

If your organization has thought about participating in the AHCA/NCAL National Quality Award program, this is your opportunity to complete the Bronze Award application from beginning to end with coaching support along the way from our expert facilitators.

This workshop is about more than an award. Beside 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 - becoming a high-performing organization.

## ABOUT THE AWARD

The Bronze Award - Commitment to Quality, is the first level in your performance excellence journey. The goal of this award is to provide applicants with the tools and resources they need to achieve performance improvement.

## SUGGESTED PARTICIPANTS

Suggested participants for this workshop are administrators or executive directors and directors of nursing, admission coordinators, other leadership team members, and 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 4 total participant hours from NAB/NCERS. Contact [KistiBoatright@hcam.org](mailto:KistiBoatright@hcam.org) for further information.

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

## LEARNER OBJECTIVES

1. Understand the AHCA/NCAL Bronze Quality Award process.
2. Gain an understanding of the value of participating in the Quality Award process.
3. Go "behind the scenes" of the assessment process to understand what examiners are looking for and why this is important - beyond an award application.
4. Understand the technical requirements and policies of the Bronze Quality Award process.
5. Understand how quality improvement activities build a culture of continuous improvement and high-performance work teams.
6. Write the draft of your organization's Bronze Quality Award application.



The AHCA/NCAL National Quality Award Program  
*Inspiring Excellence Since 1996*

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**November 2 & 9 ❖ 3 - 5 p.m.**  
Registration will close Friday, October 21.



## **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 Mater 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 over the duration of two days November 2 and November 9. Participation in both sessions is required. Sessions will be held from 3-5 pm. Participants will be required to participate with camera and audio.

## **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 fee of \$150 for a facility includes 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.

## **WHO IS ELIGIBLE FOR THE 2023 AHCA/NCAL NATIONAL BRONZE QUALITY AWARD?**

- Providers who are or will be members in good standing with AHCA or NCAL at the time of application are eligible to apply. Those who are members in good standing at the time of award notification are eligible to receive the award and the associated feedback report.
- Skilled nursing centers, assisted living communities, campus settings
- Campus settings with multiple levels of services may elect to apply for the entire campus as one or may elect to apply independently for each level of service.
- Skilled nursing centers must have completed at least one Medicare/Medicaid survey.

## **WHO IS NOT ELIGIBLE?**

- Providers who are not members in good standing with AHCA or NCAL at the time of application are not eligible to apply. Those who are not members in good standing at the time of award notification are not eligible to receive the award and the associated feedback report.
- Skilled nursing centers that have been cited for a regulatory deficiency at the Immediate Jeopardy level or Substandard of Care level in any survey during the past three calendar years are not eligible.