

2024
AHCA/NCAL
National
Quality Award
Program
Bronze Level
Roadmap





New Applicants - Bronze Award Level

Successful applications take time to write and finalize. If you are new to the National Quality Award Program, note the key dates below and take the following recommended steps to help you start and stay on track. [All resources are available on the National Quality Award website.](#)

Key Dates

- June 27, 2023- Application launch
- August 2023 - Portal launch
- November 16, 2023 - ITA deadline
- January 25, 2024 - Application deadline
- Summer 2024 - Bronze notifications

PRE-APPLICATION

STEP 1

POTENTIAL RESOURCES

- [Baldrige Basics](#)
 - What are the Baldrige criteria?
 - Integrated Management System
- [Creating an effective systematic approach.](#)
 - What is a performance improvement system and how to create one?

STEP 2

MAY

- The Quality Award program is only open to AHCA/NCAL members. If your center is not currently a member, click [here](#) to get more information on becoming a member.
- Learn about the benefits of applying to the program and review [Fast Facts](#).

STEP 3

JUNE

- The [application packet](#) is available to download and review.

STEP 4

JULY

- Create your application writing team (leadership team, others on staff) and sign up everyone in [ahcancaLED](#) to access short videos that will help you understand the criteria questions. Note, the login credentials for ahcancaLED as the same as those for the Quality Award Website but different from the Quality Award Portal.
- [Get your application writing team connected to your facility in the Quality Award Portal.](#)
- [Get your application writing team connected to your facility in LTC Trend Tracker.](#)
- Register for the [AHCA/NCAL Annual Convention](#) and plan on attending Quality Award education sessions as well as the Quality Award Ceremony and Photo-Opt.
- Check with your local state affiliate to see if they will be offering a Bronze Quality Award workshop. If yes, register.

APPLICATION

STEP 5

AUGUST- SEPTEMBER

- Download the [application packet](#).
- Complete the Introduction module P.1.a.4 on [ahcancalED](#) and draft your responses in the [Quality Award Portal](#).

STEP 6

OCTOBER

- Watch the following Bronze Criteria Series modules P.1.a.5 to [P.1.b.2. on ahcancalED](#) and draft your responses in the [Quality Award Portal](#).
- Attend the [AHCA/NCAL Annual Convention. \(October 1-4\)](#)

STEP 7

NOVEMBER

- Watch the following Bronze Criteria Series modules P.1.b.3 to P.2.a.3 [on ahcancalED](#) and draft your responses in the [Quality Award Portal](#).
- Submit the Intent to Apply. Review the Quality Award Intent to Apply emails sent by Quality Award staff. **(November 16)**

STEP 8

DECEMBER

- Watch the following Bronze Criteria Series modules P.2.b.1 to Conclusion on [ahcancalED](#) and draft your responses in the [Quality Award Portal](#).
- Review the Quality Award Intent to Apply emails sent by Quality Award staff.

POST-APPLICATION



JANUARY

- Read through your draft application one last time. Finalize and submit your [application and payment in the Quality Award Portal before the deadline. \(January 25\)](#)



JUNE

- Review your Bronze feedback report.
 - If you received the award, plan promotional activities, and determine next steps to continue your Quality Award Journey.
 - If you were not recommended for an award, review your feedback report to understand where you did not meet the criteria. Develop plans to resubmit a Bronze application.



FEBRUARY

- Congratulate your team on completing the Bronze application and discuss any opportunities for improvement you identified while completing the application.
- After you submit your Bronze application, consider discussing the contents of it at an all-staff meeting.
- Modify your application and consider sharing it with new employees during orientation to help them learn about your organization.

The Quality Award team is here to help. If you need assistance with any of the steps noted, please contact us at qualityaward@ahca.org.

Additional Resources

- [Baldrige Core Values](#)
- [Baldrige Key Terms](#)

