

2024  
AHCA/NCAL  
National  
Quality Award  
Program  
Silver Level  
Roadmap



# New Applicants – Silver Award Level

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Successful applications take time to write and finalize. If you are new to the National Quality Award Program, 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 - Silver notifications



# PRE-APPLICATION

STEP 1

## POTENTIAL RESOURCES

- [Baldrige Core Values](#)

STEP 2

JUNE

- 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

JULY

- Complete the [Silver Self-Assessment](#). This will help you determine if your center is ready to submit a Silver application. If your center is not ready yet, continue to work on addressing the opportunities for improvement from your previous application(s).
- Start thinking about the results that are important to your organization and how you will report them in your application.
- 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 are 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 [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 Silver Quality Award workshop. If yes, register.

STEP 4

AUGUST

- Download the [application packet](#).
- Have your application writing team review the Silver Criteria on [ahcancaLED](#).
- Determine an application writing plan with your team. The writing plan is based on team working one to two categories a month.

# APPLICATION

STEP 5

## SEPTEMBER

- Complete your responses to the Organizational Profile and Category 1 (and get your Category 1 results together!).
- Consider having one member of your team become an [Examiner](#).

STEP 6

## OCTOBER

- Complete your responses to Category 2 and Category 3 (and get your Category 2 & 3 results together!).
- Attend the [AHCA/NCAL Annual Convention](#). (October 1-4)

STEP 7

## NOVEMBER

- Complete your responses to Category 4 and Category 5 (and get your Category 4 & 5 results together).
- Submit the Intent to Apply. Review the Quality Award Intent to Apply emails sent by Quality Award staff. (November 16)

STEP 8

## DECEMBER

- Complete your responses to Category 6 (and get your Category 6 results together!).
- Complete your responses to Category 7 by compiling all the results you have gathered for each Category.

# POST-APPLICATION

STEP 9

**JANUARY**

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

STEP 10

**FEBRUARY**

- Congratulate your team on completing the Silver application and discuss any opportunities for improvement you identified while completing the application.
- After you submit your Silver application, consider discussing the contents of it at an all-staff meeting.

FINAL

**JUNE**

- Silver award notification.
  - 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 Silver application.

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](mailto:qualityaward@ahca.org).

#### Additional Resources

- [Potential Assisted Living Data Sources](#)
- [Quality Award Comparative Data in LTC Trend Tracker](#)
- [Baldrige Core Values](#)
- [Baldrige Key Terms](#)

