



2009
AHCA/NCAL Quality Award
A Benchmark of Distinction

Becoming a Quality Award Senior Examiner
Examiner Information & Application



This program is directly aligned with Quality First.

ahca[®]
American Health Care Association

ncal[®]
National Center For Assisted Living

BECOMING AN AHCA/NCAL QUALITY AWARD EXAMINER

Background:

The AHCA/NCAL Quality Award program began in 1996. Its mission is to support quality improvement in AHCA/NCAL-member long term care organizations by promoting quality awareness and best practices, and by recognizing significant achievements in quality improvement.

The AHCA/NCAL Quality Award is a distinction given to AHCA/NCAL-member organizations that are able to meet criteria of systematic quality improvement. By following the series of developmental steps that make up the award process, organizations gain knowledge and skills to help them better serve their customers and, in doing so, better position themselves in an increasingly demanding and competitive environment. This systematic foundation for quality improvement moves the profession toward higher rates of customer satisfaction, continued improvement in compliance with regulations, higher financial integrity, improvement in clinical outcomes, and a more stable staff.

The AHCA/NCAL Quality Award criteria provide the foundation for quality improvement and achievement of results called for in “*Quality First: A Covenant for Health, Affordable and Ethical Long Term Care,*” which was adopted in July 2002 by the American Health Care Association (AHCA), American Association of Homes and Services for the Aged (AAHSA), and the Alliance for Quality Nursing Home Care.

Application Levels:

AHCA/NCAL’s Quality Award is modeled after criteria from the Malcolm Baldrige National Quality Award, which is the nation’s premier recognition for quality achievement. The AHCA/NCAL award is designed to support continuous quality improvement efforts in the long term care profession by promoting quality awareness and education, and to recognize special achievements.

The AHCA/NCAL Quality Award Program was designed as a progressive three-step program to encourage continuous learning and development of integrated, quality systems to achieve performance excellence. Organizations are able to apply for recognition and awards at three levels, each of which requires a more detailed and comprehensive demonstration of quality integration and performance:

Step I - At the Step I level, applicants describe their mission, characteristics, and key challenges, which are embodied in the Organizational Profile of the Baldrige criteria. The objective of this step is to provide a context for understanding the organization and its approach to performance improvement.

Step II - At this level, organizations that have previously received a Step I Award describe the approaches they systematically use and deploy to address important elements of the core values and concepts of the Baldrige criteria. Step II is a critical learning step for applicants. By becoming familiar with the core values and concepts of quality, they begin to see the importance of consistency and alignment of organizational processes and results.

Step III - At this level, organizations that have previously received the Step II Award address the Baldrige Health Care Criteria for Performance Excellence in their entirety. The objective of this step is to demonstrate superior performance in health care, customer satisfaction, financial, market, workforce, process, and leadership outcomes over time.

Number of Recipients:

There is no pre-determined number of awards given each year. All applicants that are deemed to have met the demands of the criteria of the level at which they apply will receive the award at that level.

Quality Award Examiners

Step I, II and III applications are reviewed by a Board of Examiners, Board of Senior Examiners and Board of Master Examiners, respectively. The majority of examiners are long term care professionals with expertise in the application of systematic quality improvement in the long term care environment. Based on their evaluation, every applicant receives a feedback report identifying strengths as well as areas for improvement. Awards are given based on the recommendations of the examiners.

The following is a briefing of duties for members of the Board of Examiners (Step I), Board of Senior Examiners (Step II), and Board of Master Examiners (Step III). Team compositions and review processes are subject to change. Members of these boards are chosen based on expertise in the quality discipline, success in leadership of award-recipient organizations, interest in systematic quality improvement, and other salient factors. All examiners must have access to private email and be proficient in the use of Microsoft Word.

Step I Review (Board of Examiners)

Step I Examiners work closely with the Program Administrator, review approximately 100 Step I applications each and complete a final feedback form for each application. Step I Examiners are recruited directly by the Program Administrator.

Step II Review (Board of Senior Examiners)

Returning members of the Board of Senior Examiners are selected each year based on previous service. The evaluation process for returning examiners relies on general impressions of competence, understanding of the criteria, ability to work as a team member, honoring guidelines and timelines, quality of feedback reports, and overall commitment to the program.

Additional Senior Examiners are selected from the previous year's Step II Award recipients who apply for a position. Finally, any individuals recommended as potential examiners by other examiners, quality subcommittee members, AHCA staff or others, are invited to apply.

Senior Examiners work on a 3-person examiner team and review approximately 6-7 eighteen-page Step II applications, complete comprehensive feedback reports for each application, and recommend applicants for the Step II Award.

In addition to participation in a two-hour phone-training session, Senior Examiners must attend a 4-5 day review session in the spring of the year at AHCA's expense.

Step III Review (Board of Master Examiners)

Master Examiners are selected from Step III recipient facilities, from recommendations by serving Master Examiners. Additionally, some highly experienced Senior Examiners are recommended by the Program Administrator. Master Examiners review 1-2 Step III applications and attend a one-day review session in June.

For more information on the award program please visit the Quality Award Program page of the AHCA/NCAL website at <http://www.ahcancal.org/>. For more information on becoming an examiner, please contact Tim Case, Quality Award Administrator, tcase3362@charter.net.



2008 AHCA / NCAL QUALITY AWARD

SENIOR EXAMINER APPLICATION

IMPORTANT: Please visit the Quality Award Program page of the AHCA/NCAL website at <http://www.ahcancal.org/> to access the on-line application form. Do NOT send or fax this form to AHCA. The deadline is January 31, 2008.

I am applying to serve as a Step II (Senior) Examiner

1. APPLICANT INFORMATION

| | |
|--|-------------------------|
| Name: _____ | Title: _____ |
| Organization: _____ | |
| Parent Company (if applicable): _____ | |
| Type of Organization: <input type="checkbox"/> Nursing Facility <input type="checkbox"/> Assisted Living Facility | |
| <input type="checkbox"/> Residential Services for MR/DD <input type="checkbox"/> QIO <input type="checkbox"/> Consultant | |
| <input type="checkbox"/> Healthcare Provider other than NF/SNF/ALF <input type="checkbox"/> Other | |
| Address: _____ | |
| City: _____ | State: _____ Zip: _____ |
| Phone: _____ | Email: _____ |
| Previous Employers in Long Term Care (Name, City, State, Years): | |
| _____ | |
| _____ | |

| |
|---|
| <p>Have you ever worked for an organization that received an AHCA/NCAL Quality Award?</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If yes, please check which Step(s) and the corresponding year(s):</p> <p>Step I: <input type="checkbox"/> - Year: _____ Step II: <input type="checkbox"/> - Year: _____ Step III: <input type="checkbox"/> - Year: _____</p> <p>Please describe your involvement in the preparation of the applications for these awards:</p> <p>_____</p> <p>_____</p> |
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2. EXPERIENCE

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| <p>Please describe in 200 words or fewer your experience in long-term care quality improvement. Also describe any involvement with Baldrige-based or other criteria-based award programs, including your state's quality award program, if applicable. Please list any relevant certifications. _____</p> <p>_____</p> |
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3. REFERENCES

Please provide contact information for two references who are familiar with your skills, knowledge, and experience in long-term care and quality improvement.

| | |
|---------------------------------------|-------------------------|
| 1. Name: _____ | Title: _____ |
| Organization: _____ | |
| Parent Company (if applicable): _____ | |
| Address: _____ | |
| City: _____ | State: _____ Zip: _____ |
| Phone: _____ | Email: _____ |
| 2. Name: _____ | Title: _____ |
| Organization: _____ | |
| Parent Company (if applicable): _____ | |
| Address: _____ | |
| City: _____ | State: _____ Zip: _____ |
| Phone: _____ | Email: _____ |

3. PUBLICITY RELEASE

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|---|
| AHCA/NCAL publicizes the names of examiners in printed materials and at events. Do we have your permission to publicize your name? Yes <input type="checkbox"/> No <input type="checkbox"/> |
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4. LEVEL OF COMMITMENT

By submitting this application:

- I understand that if I am selected to serve as a Quality Award Examiner in 2009 that I must participate in an initial phone-based training session.
- I understand that conference calls among examiners assigned to the same team may be necessary to develop consensus.
- I understand that the review process requires an investment of time. Step II (Senior) Examiners typically spend 50-60 hours (including the on-site meeting) reviewing 6-7 applications.
- I understand that at a Senior Examiners, I will be required to spend four days at an on-site review session in May.
- I confirm that I have read and understand the Quality Award Examiner Code of Ethical Standards.

**AHCA/NCAL QUALITY AWARD
QUALITY AWARD EXAMINER CODE OF ETHICAL STANDARDS**

Declaration of Principles

As a member of the AHCA/NCAL Quality Award Board of Senior Examiners, I pledge to uphold professional principles in the fulfillment of the responsibilities associated with this position, including the promotion of high standards of public service and ethical conduct.

Board Members:

- Shall conduct themselves professionally, with truth, accuracy, fairness, and responsibility;
- Shall not represent conflicting or competing interests, nor place themselves in such a position where the members' interest may be in conflict, or appear to be in conflict, with the purposes and the administration of the Award;
- Shall not offer confidential information or disclosures which may in any way influence Award integrity or process, currently or in the future;
- Shall not serve any private or special interest in fulfillment of the duties of an Examiner, therefore excluding, by definition, the examination of any company, division, or business unit of which he/she is employed or of which a consulting arrangement is in effect or anticipated;
- Shall not serve as an Examiner of a primary competitor, customer, or supplier of any company, division, or business unit of which he/she is an employee, holds stock or is involved in, or anticipates, a consulting arrangement;
- Shall not intentionally communicate false or misleading information which may compromise the integrity of the Award process or decisions therein;

Furthermore, it is pledged that as a member in good standing of the AHCA/NCAL Quality Award Board of Senior Examiners, each Board member shall endeavor to aid the professional development and advancement of the AHCA/NCAL Quality Award as it serves to stimulate American companies to improve quality and productivity through improved quality management.

Printed Name

Signature and Date