

# The Quality Award Portal: Submitting an Online Form – Bronze Applicants Only

This guide aims to help you submit a Bronze application form in the [Quality Award Portal](#). If you have any questions, please contact the Quality Award team at [qualityaward@ahca.org](mailto:qualityaward@ahca.org).

1. Log into the [Quality Award Portal](#).
2. If you are not on your center/corporation's portal, click on your center's name from the **Building** dropdown.

**Welcome Jane Doe/Fake**

1. To get started, click **Access to a Center/Corporation** on the right.
2. Once your access to a center/corporation is approved, click on the building icon next to **User Dashboard** at the top of the page to go to your center/corporation's page.
3. If you are an Examiner, click on **Examiner** in the upper right hand corner. To access Examiner Documents, click on your first initial in the upper right hand corner and select Examiner Resources.

*For assistance, click on your first initial in the upper right hand corner and click **Help**.*

MY CENTER/CORPORATION MY EXAMINER APPLICATIONS (0)

Requestor	Organization	Date Request Submitted	Status	Role	Awaiting Approval From	
<a href="#">Open</a>	Jane Doe/Fake	Lake Home - Test Center	09/19/2019	Approved	Center Contact	Corporate Account Administrator, Primary Center Contact

User Dashboard

Access to a Center/Corporation

ORGANIZATIONS

- \*User Dashboard ✓
- Lake Home - Test Center

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1. Once you are on your center/corporation's portal under the **Apply** tab you will see all the awards that your center is eligible to apply for each year. You can click **Apply Now** to submit an application.

The screenshot shows the top navigation bar with the following tabs: **APPLY (1)**, CURRENT APPLICATIONS, AWARD HISTORY, ACCESS REQUESTS FOR APPROVAL (0), CENTER/CORPORATION USERS (0), and REQUIRES ATTENTION (0). Below the navigation bar is a search bar with a magnifying glass icon and the text '1-1 of 1'. Below the search bar is a table with the following columns: Year, Type, Organization / Group, Level, ITA Deadline, and Deadline. The table contains one row for the year 2023, Type SNF, Organization / Group (redacted), Level Bronze, ITA Deadline 11/15/2022, and Deadline 01/26/2023. To the right of the table are two buttons: **Apply Now** and **Pay**. The **Apply Now** button is highlighted with a red box.

Year	Type	Organization / Group	Level	ITA Deadline	Deadline	
2023	SNF	[REDACTED]	Bronze	11/15/2022	01/26/2023	<b>Apply Now</b> <b>Pay</b>

2. When you click **Apply Now** you will be brought to a welcome page. Remember that you must read the application packet in full before beginning to write and apply.

Thank you for your interest in the [AHCA/NCAL National Quality Award Program](#). The Quality Award program provides a pathway for providers of long term and post-acute care services to journey towards performance excellence. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Member centers may apply for three progressive levels of awards: Bronze—Commitment in Quality, Silver—Achievement in Quality, or Gold—Excellence in Quality. Each level has its own distinct rigors and requirements for quality and performance excellence.

The first step in the program is the [Bronze Award](#). Organizations (single centers) are required to start their Quality Award journey at the Bronze level; once this award is achieved, organizations may move to the [Silver Award](#). Following the achievement of the Silver level, organizations are eligible to then apply for the [Gold Award](#).

The Bronze criteria are based on the Organizational Profile section of the Baldrige Health Care Criteria for Performance Excellence. The objective of this award level is to provide a context for understanding your organization and its approach to performance improvement. Through the Bronze criteria, you will assess your organization's environment, relationships and performance improvement systems. By responding to these criteria, you will consider the integration of your mission, strategy, key performance measures, and system for improvement, which may result in clearer priorities and better preparation for future goals. This will also provide a strong foundation for the Silver Award level.

At all levels, applications are evaluated by trained Examiners who provide feedback on center strengths and opportunities for improvement to support continuous learning.

The [SNCC/IDDD Bronze Application Packet](#) and [AL Bronze Application Packet](#) includes important information about the Bronze award, eligibility requirements, and deadlines. Applicants must read this packet in full. Questions should be directed to [qualityaward@ahca.org](mailto:qualityaward@ahca.org).

You will respond to the Bronze criteria questions and submit your application using an online form. To continue the online Bronze application process, please select the **Continue to Bronze Application** link below.

**Continue to Bronze Application**

3. Read the instructions in the instruction box!

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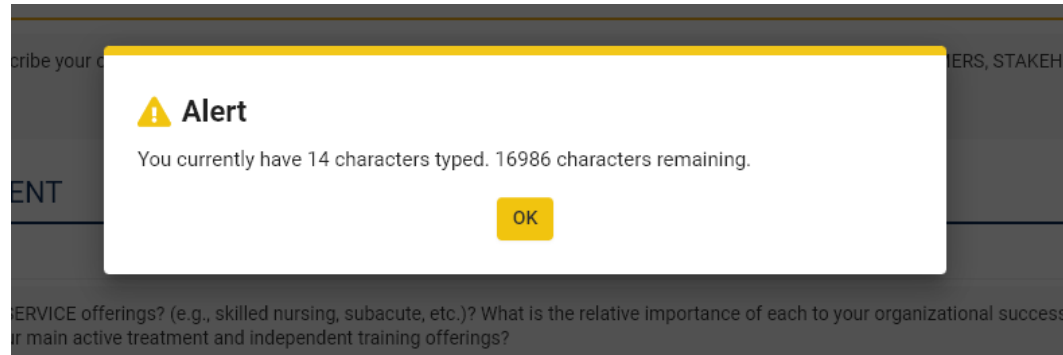
The online Bronze application has a character count limit of 17,000 characters.

- Click **Save Draft** frequently to save your working. Work will not be autosaved.
- Click **Validate Characters Typed** to see how many characters you have typed and how many you have remaining.
- Click **Submit Application** to submit your application. A successful submission will generate a confirmation page and an email. The confirmation email is your only proof of application submission. Your application status in the current application section of your Quality Award Portal will also change to **Submitted Pending Payment.** *You must complete the questions on the [Authorizations](#) tab before you submit the application.*
- All applications must be submitted using the online form. Click **Convert to PDF** at any time throughout the application process to access a PDF copy of your online application for your personal records.

4. Type your responses into the text boxes under the Organizational Profile Tab. You must click **Save Draft** frequently to save your work; there is no autosave and unsaved work will be lost.
  - a. A character count for each text box is shown at the bottom of the box.
  - b. You can also click on **Validate Characters Typed** at any time to get a total character count of the application. There is no minimum character count, only maximum.
  - c. No attachments may be added to the Bronze application form.

The screenshot displays the 'ORGANIZATION PROFILE' tab in the Quality Award Portal. The interface includes a navigation bar with 'ORGANIZATION PROFILE 6%', 'AUTHORIZATIONS 0%', and 'GLOSSARY'. The main content area is divided into sections: 'P.1 Organizational Description' and 'a. ORGANIZATIONAL ENVIRONMENT'. The 'P.1 Organizational Description' section contains a text box with the prompt: 'What are your KEY organizational characteristics? Describe your organization's operating environment and your relationships with KEY PATIENTS/RESIDENTS, CUSTOMERS, STAKEHOLDERS, suppliers, and PARTNERS. Provide a response for each of the following questions:'. The 'a. ORGANIZATIONAL ENVIRONMENT' section contains two text boxes. The first is labeled 'Service Offerings: What are your main HEALTH CARE SERVICE offerings? (e.g., skilled nursing, subacute, etc.)? What is the relative importance of each to your organizational success? ID/DD residential services providers only: What are your main active treatment and independent training offerings?'. The second is labeled 'MISSION and VISION: What is your organization's MISSION/VISION statement (verbatim) and the specific methods used to communicate it across your organization?'. At the bottom of the form, there are three buttons: 'Save Draft', 'Validate Characters Typed', and 'Submit Application'. Red circles with numbers 1 through 5 are overlaid on the screenshot to highlight specific elements: 1 on the 'ORGANIZATION PROFILE' tab, 2 on the 'Test Test Test' text in the first text box, 3 on the 'Save Draft' button, 4 on the character count '14 characters typed' at the bottom of the first text box, and 5 on the 'Validate Characters Typed' button.

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5. After you have typed all the criteria responses, you must respond to the questions under **Authorizations**.

\* Application Due Date: 01/26/2023

Application Method: Online Application

Convert to PDF

Total Complete 3%

ORGANIZATION PROFILE 6% **AUTHORIZATIONS 0%** GLOSSARY

\* Federal Provider Number

Six-Digit Federal Medicare/Medicaid Provider Number (if none, write N/A).

\* Contact Phone Number

Please provide a phone number at which program staff can contact you.

\* Application Scope

Please specify the scope of your application.

Skilled Nursing

Skilled Nursing and Assisted Living

Assisted Living

ICFs/IIF

HCB waiver group homes for individual with ID/DD

\* Ownership

Is your organization independently owned or part of a regional or national company?

BACK

Save Draft Validate Characters Typed Submit Application

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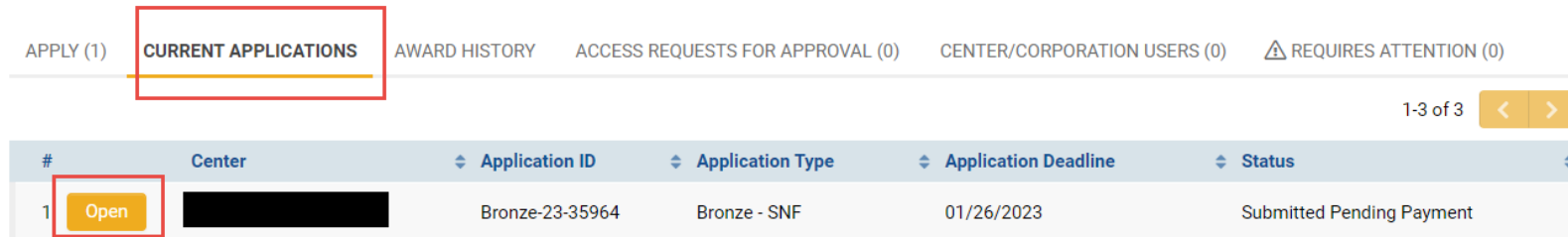
6. You are now ready to submit your application. Click **Submit Application**.
  - a. If you've missed a question, you will see this message the top of your screen. Click on the items missed to go directly to that field to complete.
  - b. A successful submission will generate a confirmation page AND a confirmation email, with a copy of the application you submitted. Save the email!


### Action Successful



Application (Bronze-23-35964) is now in Submitted Pending Payment status. To return to your application dashboard, click [Applications](#).


\*Note the application will be in *Submitted Pending Payment* status until an application payment is submitted. The confirmation email will also remind you to submit the payment before the deadline. If you have already submitted your payment, your application will be in *Submitted* status.


7. Under the **Current Applications** tab you can see a copy of this application. You can click **Open** to review your application.



APPLY (1) **CURRENT APPLICATIONS** AWARD HISTORY ACCESS REQUESTS FOR APPROVAL (0) CENTER/CORPORATION USERS (0)  REQUIRES ATTENTION (0)

1-3 of 3  

#	Center	Application ID	Application Type	Application Deadline	Status
1		Bronze-23-35964	Bronze - SNF	01/26/2023	Submitted Pending Payment



- a. A PDF copy of your application is available for you to download.

File Name	Size	Date
 Bronze-23-35964.pdf	59.9 KB	09/01/2022 11:44

Total Files: 1

Note: At any time before the deadline, you can click **Revise Application** to revise your application. If you do this, remember you **must** resubmit your application before the deadline for it to be reviewed.

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[AUTHORIZATIONS](#) [GLOSSARY](#)

## description

characteristics? Describe your organization's operating environment and your relationships with KEY PATIENTS/RESIDENTS, CUSTOMERS, STAKEHOLDERS, suppliers, and PARTNERS. Answer the following questions:

## LOCAL ENVIRONMENT

What are your main HEALTH CARE SERVICE offerings? (e.g., skilled nursing, subacute, etc.)? What is the relative importance of each to your organizational success?  
**For bronze applicants only:** What are your main active treatment and independent training offerings?

[Revise Application](#)