The National Quality Award Program is a rigorous and progressive three-level process that evaluates an organization’s capabilities against the nationally recognized standards for performance excellence - Baldrige Criteria for Performance Excellence. The three progressive award levels are:

- **Bronze – Commitment to Quality**
- **Silver – Achievement in Quality**
- **Gold – Excellence in Quality**

Start your excellence journey today!

“[T]he structure of the National Quality Award Program provided us with the foundation and model to transition from a 3-star rated CMS facility to a 5-star rated CMS facility. The Program provided us with exactly what we needed to drive high quality in our facility... [i]t has yielded data-driven results in an ever-changing and challenging industry, making us proud at every level within our organization.”

~ Tawnya Dennis, Senior Administrator at Lofland Park Center

**WHY APPLY?**

- **An outside perspective.** Trained experts dedicate numerous hours to reviewing and providing feedback for each application.
- **Learn from feedback.** Each applicant receives objective feedback on their strengths and opportunities for improvement based on evaluation against the nationally recognized Baldrige Criteria for Performance Excellence.
- **Build a strong team.** Pursuing a common goal engages staff and enhances team cohesion.
- **Become more resilient.** Anticipate, prepare for, and recover from disasters, emergencies, and other disruptions by creating effective systematic processes throughout your organization.
- **Boost performance.** Recipients of the Quality Award show superior performance in a variety of quality and business metrics.
- **Earn recognition.** Gain external validation of your performance and quality of care that can be shared with your residents/patients, families, and other stakeholders.

Learn more: www.ahcancal.org/qualityaward
Contact us: qualityaward@ahca.org

| Contact us | Sponsored by: | NEXT LEVEL | WIN | BALDRIGE WINNER 2022 | 2023 | Bronze | Silver | Gold | American Health Care Association | National Center for Assisted Living | AHCA | NCAL | INVEST IN YOUR ORGANIZATION. | WHY APPLY? |}