



Inspiring Excellence and Improving Lives in Long Term Care

AHCA/NCAL Quality Award Program

The Award Levels

Bronze - *Commitment to Quality*
Build a performance improvement system

Silver - *Achievement in Quality*
Apply and improve processes

Gold - *Excellence in Quality*
Sustain a culture of excellence

Long term care providers nationwide are improving lives daily through the American Health Care Association/National Center for Assisted Living (AHCA/NCAL) National Quality Award Program. The Program is based on the Baldrige Criteria for Performance Excellence, a nationally recognized criteria that uses systems-based quality improvement principles to improve performance in key areas, including leadership, strategic planning, customer service, workforce, operations, and knowledge management. Participants move through three progressive award levels— Bronze, Silver, and Gold— each requiring a more detailed demonstration of superior performance. Along the way, organizations receive valuable feedback to strengthen their processes, and those who achieve each level are recognized nationally.

The Impact

Silver and Gold Quality Award recipients perform better than the nation in key quality performance measures:

- **68% more likely to be an Overall Five Star Center**
- **13% better performance on the use of off-label antipsychotics**
- **11% better performance on hospital readmissions**
- **7% lower RN turnover**

Key Focus Areas of The Program

- Residents and family engagement and satisfaction
- Strong and effective leadership practices
- Teams-based approach
- Use of data and feedback
- Strategic planning
- Proactive evaluation and improvement of processes
- Innovation

Why Apply?

- ✓ Strengthen Team Engagement
- ✓ Receive Expert Feedback
- ✓ Improve Resilience and Processes
- ✓ Gain National Recognition
- ✓ Learn from Industry Peers and Experts



Achieving Gold is a proud moment, but our journey doesn't stop here. Our focus now is on sustaining excellence and sharing what we've learned with others. We want to continue building a workplace where staff thrive, expand partnerships in our community, and raise the bar for resident-centered outcomes. We also see ourselves as ambassadors for quality in long-term care – helping others on their journey to Bronze, Silver, and Gold. Excellence is never a destination; it's a way of operating every day.

Breanna Gregory, Executive Director, Nottingham Health and Rehabilitation
2025 Gold Quality Award Recipient



Sponsored By

HealthCap
RISK MANAGEMENT & INSURANCE

INCITE
STRATEGIC PARTNERS

Workforce
Solutions

MCKESSON

Prevail
by **First Quality**

Questions?

Contact us at qualityaward@ahca.org
or visit www.ahcancal.org/qualityaward

AHCA
AMERICAN HEALTH CARE ASSOCIATION

NCAL
NATIONAL CENTER FOR ASSISTED LIVING