How the program works

The AHCA/NCAL National Quality Awards Program is a progressive program that is based on the Baldrige Criteria for Performance Excellence. Participants move from the Bronze level, to Silver, and then ultimately to the Gold. Bronze recipients must demonstrate a groundwork for excellence by completing a self-assessment that outlines their organizational priorities and goals. Silver recipients outline their systematic approaches and demonstrate sustainable organizational and process results linked to their key customer requirements, success factors, and challenges. Gold recipients represent an elite group by meeting all of the demands of the Baldrige Criteria, they demonstrate the achievement of high levels of performance over time in the areas of: leadership, strategic planning, customer, workforce, operations, and knowledge management.

Active Quality Award Recipients (2021)

Where the Awardees Are

Percent of AHCA/NCAL Members Receiving a Quality Award

- 40-54%
- 20-29%
- 30-39%
- 5-19%
Quality Performance Measures

Percent better than national average:
- 3% Hospital Readmissions
- 4% Urinary Tract Infections
- 11% Off-Label Use of Antipsychotics
- 1% Falls
- 1% Pressure Ulcers

Starpower

Five Star Ratings

Overall Five Star Rating

Silver and Gold Recipients

- 38% The Nation
- 27% Silver and Gold Recipients
- 16% Silver and Gold Recipients
- 13% Silver and Gold Recipients
- 5% Silver and Gold Recipients

The Nation

- 25% The Nation
- 22% The Nation
- 19% The Nation
- 19% The Nation
- 15% The Nation

Survey

- 73% The Nation

Staffing

- 55% The Nation

Quality Metrics

- 79% The Nation

i. Quality performance data from CMS Care Compare and LTC Trend Tracker. Measures reflect data through 2021 Q1. Performance difference is statistically significant (p<0.05) for all antipsychotics and readmissions.

ii. Star rating data from September 2021 release of Nursing Home Compare. Performance difference is statistically significant (p<0.05) for all measures.
### Active Silver and Gold Recipients vs. the Nation

#### Occupancy Rate

<table>
<thead>
<tr>
<th>Quality Awards</th>
<th>The Nation</th>
</tr>
</thead>
<tbody>
<tr>
<td>80%</td>
<td>71%</td>
</tr>
</tbody>
</table>

#### Operating Margin

<table>
<thead>
<tr>
<th>Quality Awards</th>
<th>The Nation</th>
</tr>
</thead>
<tbody>
<tr>
<td>+0.3%</td>
<td>-1.3%</td>
</tr>
</tbody>
</table>

### Facility Characteristics

#### Active Silver and Gold Award Recipients vs. The Nation

<table>
<thead>
<tr>
<th>Ownership</th>
<th>Active Silver and Gold Award Recipients</th>
<th>The Nation</th>
</tr>
</thead>
<tbody>
<tr>
<td>For-Profit</td>
<td>71%</td>
<td>71%</td>
</tr>
<tr>
<td>Not-For-Profit/Government</td>
<td>29%</td>
<td>29%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Size</th>
<th>Active Silver and Gold Award Recipients</th>
<th>The Nation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Beds</td>
<td>114</td>
<td>106</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
<th>Active Silver and Gold Award Recipients</th>
<th>The Nation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urban</td>
<td>73%</td>
<td>72%</td>
</tr>
<tr>
<td>Rural</td>
<td>27%</td>
<td>28%</td>
</tr>
</tbody>
</table>

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iii. Financial data from FY2019 CMS Cost Reports and Occupancy from NHSN (Oct’20-Sep’21). Operating Margin = (Operating Revenue – Operating Expenses) / Operating Revenue x 100. Occupancy Rate = Residents Weekly / Licensed Beds x 100. Performance difference is statistically significant (p<0.05) for all measures.

iv. Demographic data from Sept 2021 Care Compare.