

The Quality Award Program

Prepared by: American Health Care Association
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FASTFACTS

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. This nationally recognized approach to performance excellence focuses on systems-based quality improvement to create sustained levels of performance over time in the areas of leadership, strategic planning, customer and workforce, operations, and knowledge management. Participants move through progressive award levels—Bronze – Commitment to Quality, Silver – Achievement in Quality, and Gold – Excellence in Quality, each requiring a more detailed demonstration of superior performance. Providers are nationally recognized for achieving each award level, eventually joining the ranks of the best in long term care. Visit the [National Quality Award website](#) to learn more about the program.

Active Recipients as of 2024*



BRONZE

Commitment to Quality

1,353



SILVER

Achievement in Quality

312



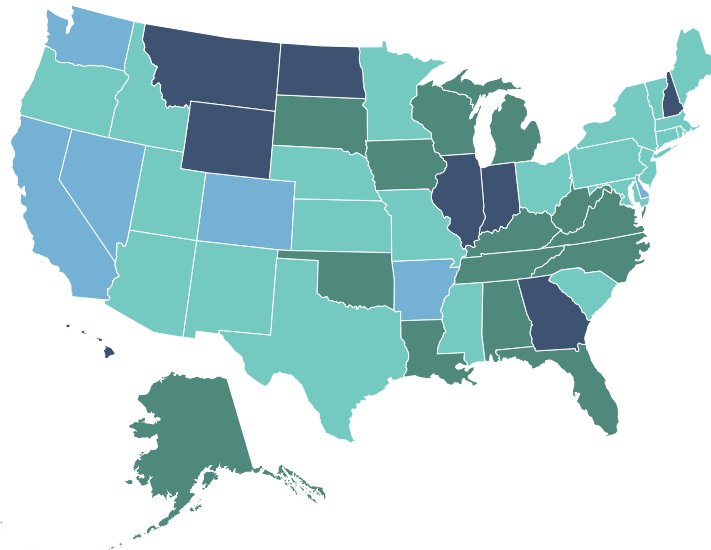
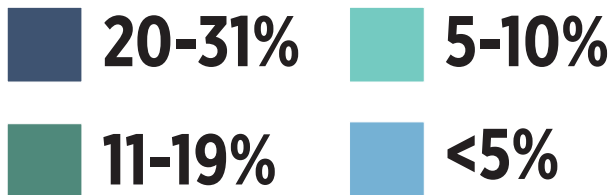
GOLD

Excellence in Quality

53

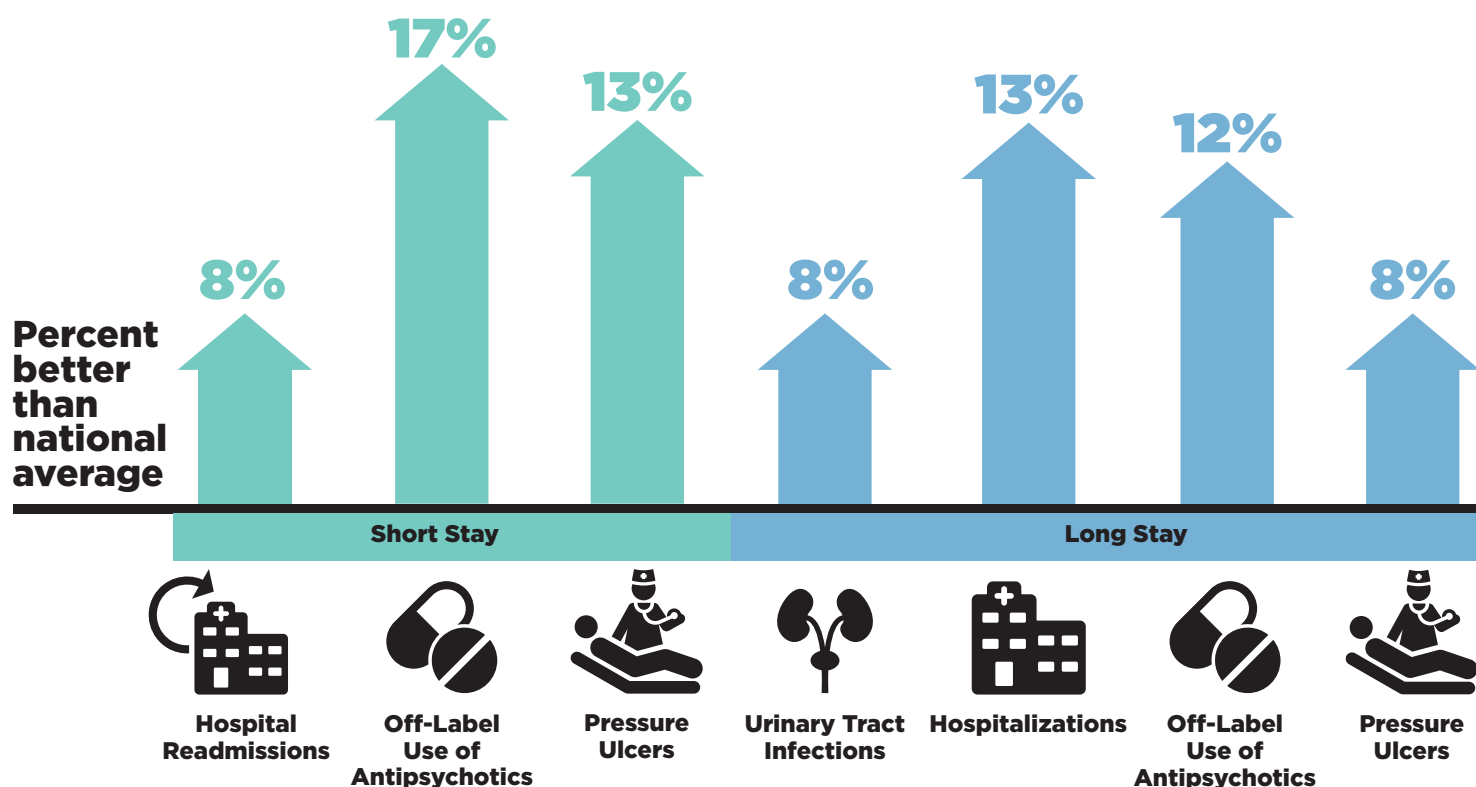
Where the Awardees Are

Percent of AHCA/NCAL Members Receiving a Quality Award



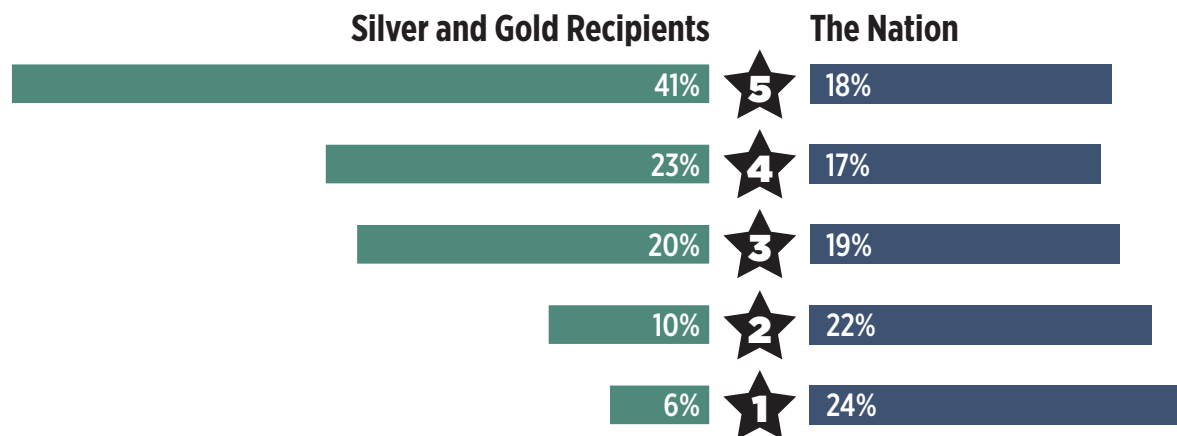
**Number of active recipients is current as of August 2024. Active recipients need to be members of AHCA/NCAL and meet the standards of the Renewal Policy. If a recipient has multiple awards, they are only counted once.*

Quality Performance Measures ⁱ



Starpower ⁱⁱ Five Star Ratings

Overall Five Star Rating



Survey

82% Quality Awards

54% The Nation

Staffing

69% Quality Awards

52% The Nation

Quality Metrics

88% Quality Awards

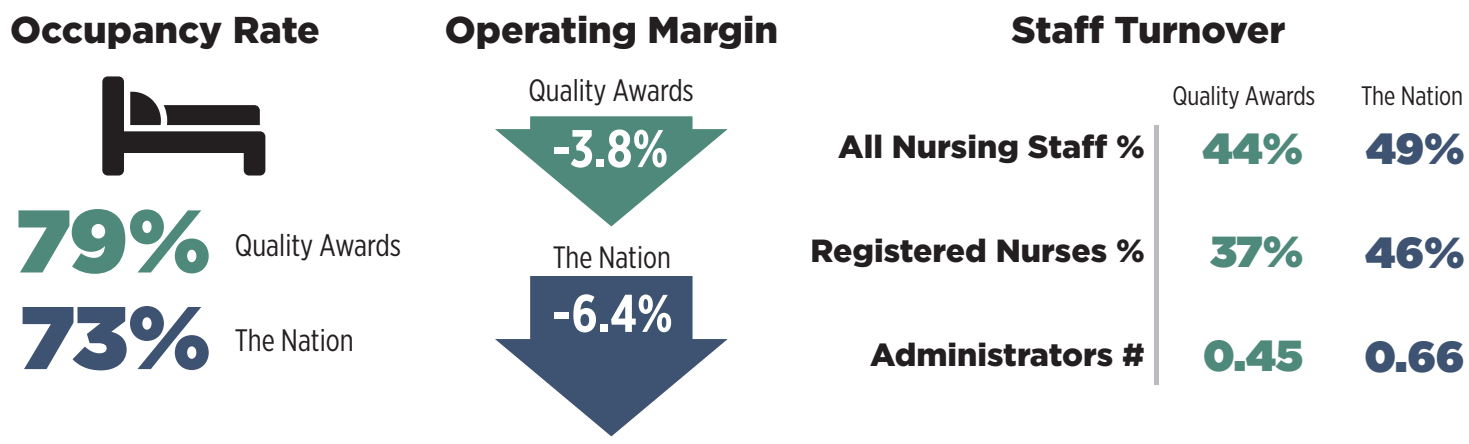
75% The Nation

i. Quality performance data from CMS Care Compare and LTC Trend Tracker. Measures reflect data through 2023 Q4. Performance difference is statistically significant ($p < 0.05$) for all measures except urinary tract infections.




ii. Star rating data from August 2024 release of Nursing Home Compare. Performance difference is statistically significant ($p < 0.05$) for all measures.

Business Advantage for Owners ⁱⁱⁱ

Active Silver and Gold Recipients vs. the Nation



Facility Characteristics ^{iv}

	Active Silver and Gold Award Recipients	The Nation
 Ownership	61% For-Profit 39% Not-For-Profit/ Government	73% For-Profit 27% Not-For-Profit/ Government
 Size	108 Average Beds	107 Average Beds
 Location	69% Urban 31% Rural	72% Urban 28% Rural

iii. Financial and occupancy data from FY 2022 CMS Cost Reports and staff turnover from Payroll Based-Journal (2024 Q1). Operating Margin = (Operating Revenue – Operating Expenses) / Operating Revenue x 100. Performance difference is statistically significant (p<0.05) for all measures.
iv. Demographic data from August 2024 Care Compare.