

The Quality Award Portal: Submitting an Online Form

This guide aims to help you submit an online application form in the [Quality Award Portal](#). If you have any questions, please contact the Quality Award team at 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 icon** dropdown.

Environment: BACKUP You are viewing the system as Christine Wilson

AHCA NCAL

User Dashboard

Welcome Christine Wilson

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.

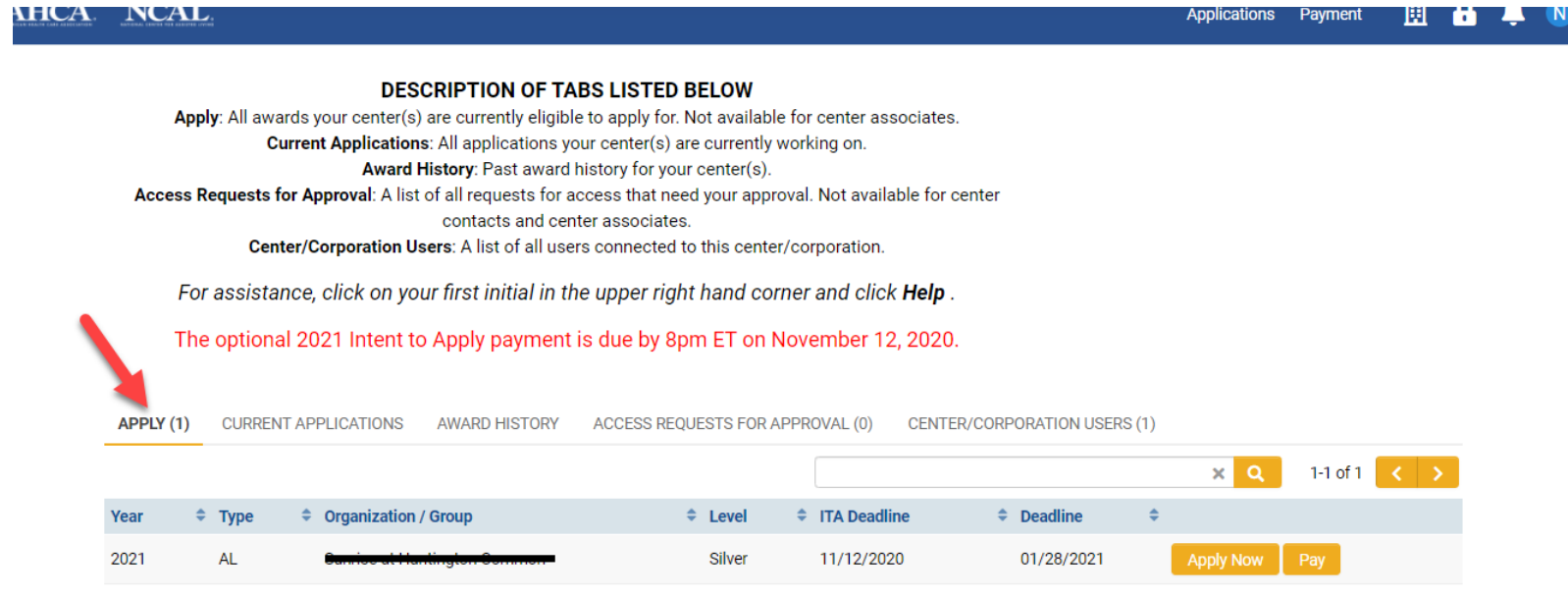
*For assistance, click on your first initial in the upper right hand corner and click **Help**.*

MY CENTER/CORPORATION MY EXAMINER APPLICATIONS (0)

Requestor	Organization	Date Request Submitted	Status	Role	Awaiting Approval From	
Open	Christine Wilson	CW Test Corporation #1	06/05/2019	Approved	Corporate Account Administrator	AHCA/NCAL Administrator

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- 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 in a given year. You can click **Apply Now** to submit an application.



The screenshot shows the top navigation bar with 'Applications' and 'Payment' tabs. Below the navigation bar is a section titled 'DESCRIPTION OF TABS LISTED BELOW' with the following descriptions:

- Apply:** All awards your center(s) are currently eligible to apply for. Not available for center associates.
- Current Applications:** All applications your center(s) are currently working on.
- Award History:** Past award history for your center(s).
- Access Requests for Approval:** A list of all requests for access that need your approval. Not available for center contacts and center associates.
- Center/Corporation Users:** A list of all users connected to this center/corporation.

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

The optional 2021 Intent to Apply payment is due by 8pm ET on November 12, 2020.

The 'APPLY (1)' tab is selected and highlighted with a red arrow. Below the tabs is a search bar and a table of awards:

Year	Type	Organization / Group	Level	ITA Deadline	Deadline	
2021	AL	Center of Huntington Commons	Silver	11/12/2020	01/28/2021	Apply Now Pay

- When you click **Apply** you will be brought to a welcome page. Remember that you must read the application packet in full before beginning to write and submit an application. You can choose one of two methods to submit your application.

Submit Online Form: Select this option to submit your application by responding to the criteria questions on an online form. The online form already includes the submission format that applicants are required to follow. It has an option of attaching a PDF document with graphs and charts as necessary and instead of a page limit has an equivalent character count limit. Note that your attached PDF must meet the applicable technical requirements.

Upload PDF Application: Select this option to upload a PDF file containing the responses to the criteria. If you choose this option, you must adhere to all the technical requirements listed in the application packet.

Select one of the two options. For this help document, we will select **Submit Online Form**.

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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.

The program encourages continuous learning and development of integrated quality systems to achieve performance excellence.

Member centers may apply for three progressive levels of awards: Bronze—Commitment to 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 second step in the program is the Silver Quality Award. Organizations (single centers) are required to have received a Bronze Quality Award before applying at the Silver level. Once the Silver Quality Award is achieved, organizations may move on to the Gold level.

In addition to the Organizational Profile, Silver applicants will respond to the basic and select overall item requirements within the seven Baldrige categories. This allows Silver applicants to focus on the Baldrige Criteria and provides a clear pathway for recipients moving toward Gold.

Applicants **must** read the [Silver application packet](#) in full before beginning to write and submit their application as it includes important information about the Silver Award, eligibility requirements and deadlines.

Once you read the Silver application packet in full you can choose one of two methods to submit your application.

Submit Online Form: Select this option to submit your application by responding to the criteria questions on an online form. The online form already includes the submission format that applicants are required to follow. It has an option of attaching a PDF document with graphs and charts as necessary and instead of a page limit has an equivalent character count limit. Note that your attached PDF must meet the applicable technical requirements.

Upload PDF Application: Select this option to upload a PDF file containing the responses to the criteria. If you choose this option, you must adhere to all the technical requirements listed in the application packet.

If you are unsure which option is best for you, please contact Quality Award staff at qualityaward@ahca.org.

Submit Online Form

Upload PDF Application

5. Read the instructions in the yellow box.



- Click **Submit Application** to submit your application. A successful submission will generate a confirmation page and an email.
- Click **Complete Online Form Instead** if you want to complete the online form instead.

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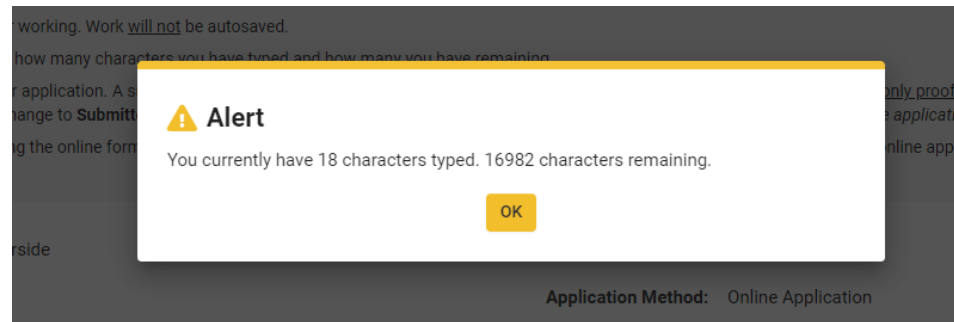
- 6. Type your responses into the text boxes. You must click **Save Draft** frequently in order to save your work; there is no autosave and unsaved work will be lost.

The screenshot shows a user interface for the Quality Award Portal. At the top, there is a user profile section with the name 'Christine Wilson' and a refresh icon. Below this are navigation tabs: 'ORGANIZATION PROFILE' (highlighted), 'AUTHORIZATIONS', and 'GLOSSARY'. The main content area is titled 'P.1 ORGANIZATIONAL DESCRIPTION' and contains a question: 'What are your KEY organizational characteristics? Describe your organization's operating environment and your relationships with KEY PATIENT/RESIDENTS, CUSTOMERS, STAKEHOLDERS, suppliers, and PARTNERS. Provide a response for each of the following questions.' Underneath is a sub-section 'a. Organizational Environment' with a required field indicator '* (1)'. The question for this field is 'Service Offerings: What are your main HEALTH CARE SERVICE offerings? What is the relative importance of each to your organizational success?'. A text input box contains the text 'This is a test.' with a red arrow pointing to it. Below the text box, it says '16 characters typed'. At the bottom of the form, there is another required field indicator '* (2)'.

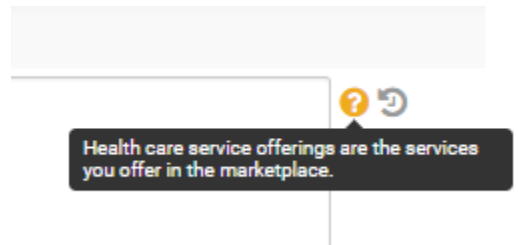
A character count for each text box is shown at the bottom of the box. You can also click on **Validate Characters Typed** at any time to get a total character count of the application

This screenshot shows a different part of the form. It features a text input box with the text 'This is a test.' and a red arrow pointing to it. Below the text box, it says '16 characters typed'. Below this, there is a note: 'Note that the file cannot be larger than two pages.' Further down, there are several lines of text providing instructions or context for the form. At the bottom of the form, there is a navigation bar with four buttons: 'Save Draft', 'Validate Characters Typed' (highlighted with a red box), 'Submit Application', and 'Upload PDF Application Instead'.

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Hovering over the tooltip will show you the criteria notes associated with the criteria question.



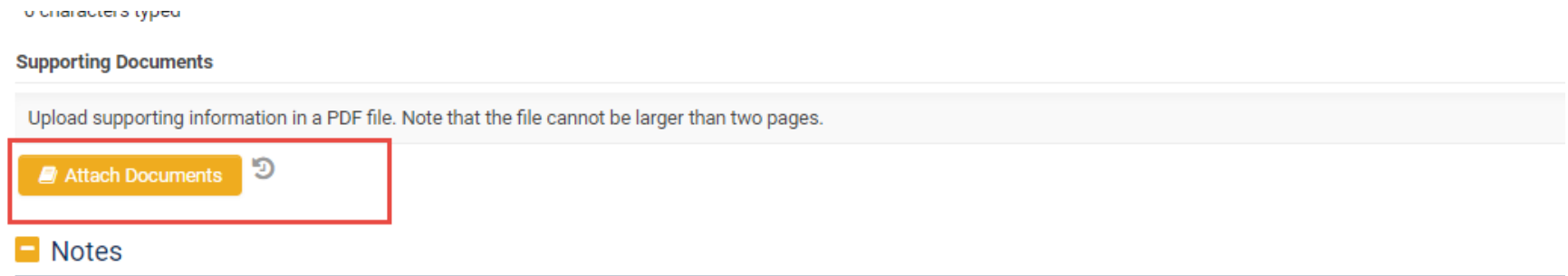
Click on the time clock icon to see a revision history.

History - BALP1a1

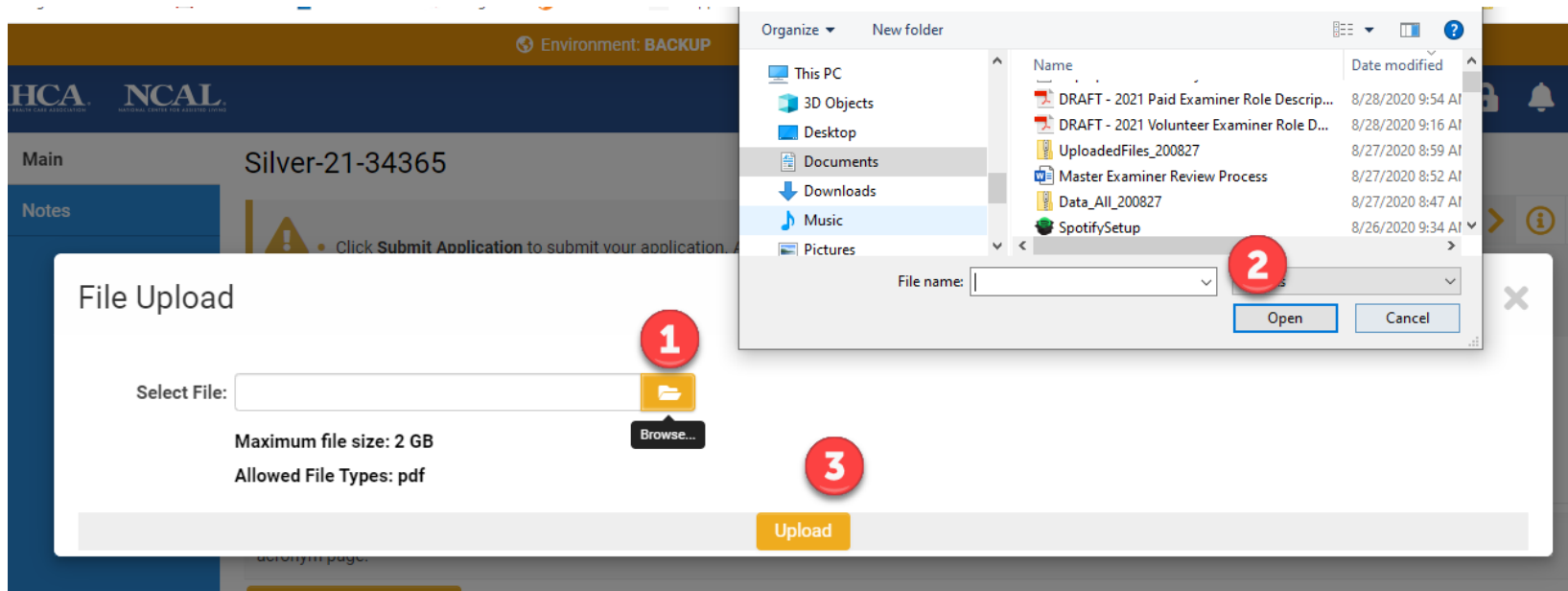
#	Old Value	New Value	Updated Date	Updated By
1.	test	test.this is a test.	2018-08-01 10:37:51	Christine Wilson
2.		test	2018-08-01 09:12:39	Christine Wilson

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Recall that any graphs, charts, etc. will need to be uploaded in a PDF as supporting documents. In the Bronze application form, the supporting documents can be added after P.2.C. and in the Silver and Gold forms the supporting documents can be added under the **Results** tab. To add a supporting document click **Attach Documents**.

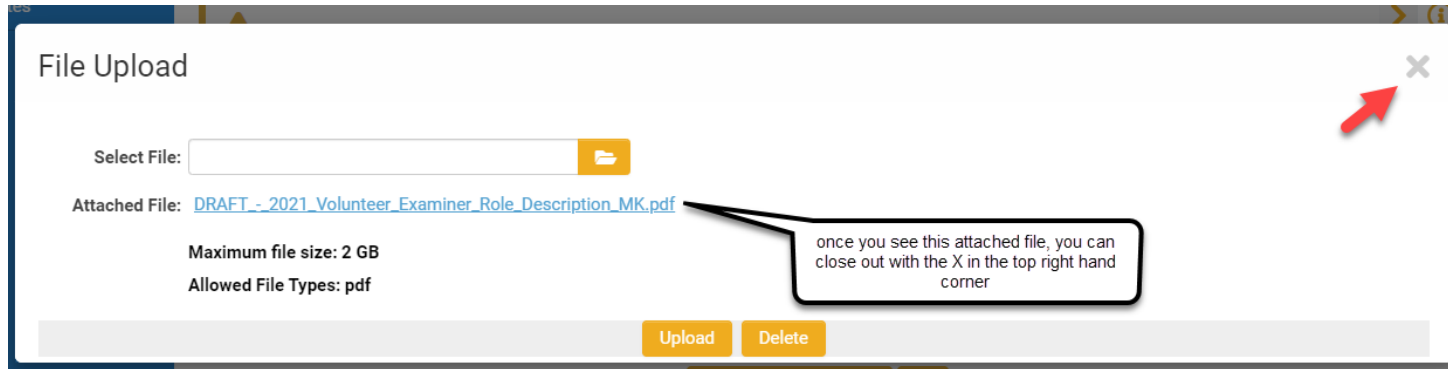


Click the **File Folder** to browse for a file on your computer, select the desired file, click **Open**.




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Click **Upload**. Once the file is uploaded it will appear under **Attached File** and you can click **Close** to return to the application form.



7. You must respond to the questions under **Authorizations** before you submit the application. If you miss a question and try to submit your application, the system will tell you which question(s) require an answer before successfully submitting. The error looks like this:

 **Submission failed due to the following:**

- [Federal Provider Number cannot be empty.](#)
- Contact Phone Number must contain 10, 11, 12 or 13 digits.
- Application Scope cannot be empty.
- Ownership cannot be empty.
- Press Release cannot be empty.

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8. You are now ready to submit your application. Click **Submit Application**. A successful submission will generate a confirmation page and a confirmation email. Save the email!

Action Successful
Application (Bronze-19-30022) is now in Submitted Pending Payment status. To return to your application dashboard, click [Applications](#).

From: <qualityaward@ahca.org>
Date: Wed, Aug 1, 2018 at 9:55 AM
Subject: 2019 AHCA/NCAL National Quality Award Application Confirmation - Fee Outstanding
To: [REDACTED]

Dear Christine Wilson,

This is to confirm that your AHCA/NCAL National Quality Award Application for Apple Home - Test Center has been received. **Please retain this email for your records.**

Please note that your application will not be accepted if you do not submit the associated application fee before the deadline. The application fee can be submitted at the [Quality Award Portal](#).

If you have any questions, please do not hesitate to contact Quality Award staff at qualityaward@ahca.org.

Regards,

AHCA/NCAL National Quality Award Program Staff

*Note the application will be in *Submitted Pending Payment* status until a 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.

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

Apple Home - Test Center Portal

123 Main St.
Alexandria VA 22305

DESCRIPTION OF TABS LISTED BELOW

Apply: All awards your center(s) are currently eligible to apply for. Not available for center associates.

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Award History: Past award history for your center(s).

Access Requests for Approval: A list of all requests for access that need your approval. Not available for center contacts and center associates.

Center/Corporation Users: A list of all users connected to this center/corporation.

For assistance, click **Help** in the top blue bar.

The application deadline is January 31st, 2019 at 8 PM EST.

#	Center	Application ID	Application Type	Application Deadline	Status
1	Apple Home - Test Center	Bronze-19-30022	Bronze - AL	01/31/2019	Submitted Pending Payment

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

Bronze-19-30022

Center: Apple Home - Test Center

Modified Date: 08/01/2018 09:12 Modified By: Christine Wilson

Application Due Date: 01/31/2019 Application Method: Online Application

Primary Center Contact

All email notifications are sent to this contact. Please start typing the name of the contact if any change

Christine Wilson

Application PDF

File Name -

Bronze-19-30022.pdf

ORGANIZATION PROFILE AUTHORIZATIONS GLOSSARY

P.1 ORGANIZATIONAL DESCRIPTION

What are your KEY organizational characteristics? Describe your organization's operating environment and your relationships with KEY PATIENT/RESIDENTS, CUSTOMERS, STAKEHOLDERS, suppliers, and PARTNERS.

Provide a response for each of the following questions.

a. Organizational Environment

(1)

Revise Application