

# 2019 Paid Examiner Role Description



## Paid Examiner Program Background

The [AHCA/NCAL National Quality Award Program](#) is the largest Baldrige-based program in the country, receiving over 1,000 applications per year. As with other Baldrige-based programs, the program relies on volunteer Examiners to objectively and independently evaluate applications from AHCA/NCAL member centers, including skilled nursing care centers, assisted living communities, Veteran's homes and ID/DD centers. To adequately review all applications, the Program has developed a Paid Examiner Program, where Examiners independently review these applications.



When an Examiner applicant applies to serve as a Paid Examiner that meets the requirements, Program staff will reach out to determine their workload capacity to review applications. At the Gold level, Paid Examiners are required to take on at least 1 application. At the Silver level, it is preferred that Examiners review at least 4 Silver applications.

An important note in the role of the Paid Examiner is that all Paid Examiners must also participate as volunteers in that same year. A Paid Examiner cannot forgo service as a volunteer Examiner. Please be sure to review the Volunteer Examiner Role Description as well.

## Required Skills and Experience

The program looks for Paid Examiners that exhibit the following characteristics:

- Passion for continuous quality improvement
- Willingness to learn and take feedback
- Adaptability
- Ability to work effectively in a team environment
- Strong analytical skills
- Attention to detail
- Strong verbal and written communication skills
- Time management skills
- Ability to meet deadlines and work independently

Paid Examiners are required to have considerable experience as Examiners with other Baldrige-based programs. Paid Examiners must also have served as an AHCA/NCAL Quality Award Examiner for at least 1 year prior to becoming a Paid Examiner.

## Questions? Contact Us

**Email:**

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**Website:**

[https://www.ahcancal.org/quality\\_improvement/quality\\_award/Pages/Examiners.aspx](https://www.ahcancal.org/quality_improvement/quality_award/Pages/Examiners.aspx)

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## 2019 Paid Examiner General Timeline

An overview of the responsibilities of Paid Examiners is as follows. Please note that this provides a high-level overview of the 2019 process and is subject to change.

<b>Function</b>	<b>Estimated Time-Frame</b>	<b>Estimated Time Commitment</b>
<p><b>Pre-Training</b>  <i>All Examiners (paid and volunteer) are required to complete pre-work prior to attending the training session.</i></p>	Dec 13- Feb 4	Approximately 10 hours
<p><b>Training</b>  <i>All Examiners are required to attend a 2 day in-person training. Examiners are expected to arrive on time and depart after the end of the training and should not take any calls during the training. Examiners who do not attend or participate in the training in full will not receive a travel reimbursement.</i></p> <p><i>Note: Paid Examiners must also additional virtual training; details will be provided at the outset of the Paid Examiner process.</i></p>	<p>Feb 11-13 (Master)</p> <p>Feb 13-15 (Senior)</p>	2 days, plus travel
<p><b>Paid Application Review Period</b>  <i>All Paid Examiners are required to complete a paid review of their assigned applications (a mutually agreed workload will be determined in the Letter of Agreement) using the instruction received during training. This review involves writing feedback comments and identifying a score for each section of the application.</i></p>	<p>Begins February 28</p> <p>Ends May 10 (Master)</p> <p>Ends May 31 (Senior)</p>	Dependent on number of applications assigned. Generally, 8 hours per Silver application and 17 hours per Gold application.
<p><b>Audit of First Application Review</b>  <i>All Paid Examiners will have their first completed application review evaluated by an auditor. They will be expected to incorporate any feedback into remaining application reviews.</i></p>	TBA	
<p><b>Judges Site Visit Determination Meeting</b>  <i>If the Paid Examiner has a higher-maturity application, they must present it to the Panel of Judges for Site Visit consideration remotely. Alternatively, select Master Examiner teams will travel to this meeting in-person review session to complete the steps mentioned above.</i></p>	May 20-22	1-Day plus travel (if attending in person)