

Quality Award Recertification Policy

ALL AWARD LEVELS:

- All recipients (current and past) are required to communicate the award level and year received in all promotional materials.
- All references to years refers to award cycle years.
- Important note for recipients before 2014: All timelines detailed below will be calculated with 2014 as the base year. This means that if you received your Bronze or Silver Quality Award prior to 2014, you have to apply for the next level by 2017.
- Applicants who do not meet the survey requirements are able to submit an application meeting the minimum requirements to recertify and receive a feedback report.

Bronze

Active BRONZE Status

- Bronze recipients have **3 years to apply** for Silver from the year they receive the award.
- Bronze recipients who apply for Silver within 3 years and do not receive the Silver award, but pass the minimum requirements, will be considered an active Bronze recipient for the next 3 years.
- The three-year clock is re-set every time an application is submitted and meets these standards.
- If by the third year an application meeting these standards has not been submitted, the applicant is considered a past Bronze recipient.

Past Recipient Status

- The center is listed as a past Bronze recipient on the Quality Award website.
- The center must reapply at the Bronze level if it decides to participate again and is required to follow the same standards as Bronze applicants (see active Bronze status).



SILVER

Active SILVER Status

- Silver recipients have **3 years to apply** for Gold from the year they receive the award.
- Silver recipients who apply for Gold within 3 years and do not receive the Gold award, but are determined to have maintained the standards of a Silver recipient, will be considered an active Silver recipient for the next 3 years.
- The three-year clock is re-set every time an application is submitted and meets these standards.
- A Silver recipient can also maintain active Silver status if they receive an award at the basic and overall criteria level from a program that is a member of the Alliance for Performance Excellence.
- If by the third year an application meeting these standards has not been submitted, the applicant is considered a past Silver recipient.

Past Recipient Status

- The center is listed as a past Silver recipient on the Quality Award website.
- The center must reapply at the Bronze level if it decides to participate again and is required to follow the same standards as Bronze applicants (see active Bronze status).



GOLD

Active GOLD Status

- Gold recipients have the option to reapply for any award level (Bronze, Silver or Gold) **after 5 years**.



Quality Award Recertification Policy

FREQUENTLY ASKED QUESTIONS

Q: My organization received a Bronze award more than three years ago. Does that mean I have to reapply at the Bronze level?

A: 2014 is considered the base year for all recipients. So all Bronze recipients before 2014, regardless of the year the award was received, have until 2017 to apply for Silver. If you do not, you will be directed back to the Bronze level starting in the 2018 program cycle. The same logic applies to all Silver recipients before 2014.

Q. My organization received the Bronze award in 2010, applied for the Silver in 2011 and did not receive the award. Do we need to re-apply for Silver by 2016?

A: 2014 is considered the base year for all recipients before 2014, regardless of year, so your organization would have until 2017 to re-apply for the Silver. If you do not, you will be directed back to the Bronze level starting in the 2018 program cycle.

Q. My organization received a Gold award in 2010. How does this policy affect us?

A: Gold recipients will always be considered a recipient in the year they received the award. After 5 years (in 2020 for this center), Gold recipients have the option of applying at the Bronze, Silver or Gold level. However, once they choose an award level, they are subject to the policies of that level.

Q: How do I find out my Quality Award history?

A: Log into the [Quality Award Portal](#), go to your center's portal, and then click on the Award History tab.

Q: If our organizations membership lapses for one year and as a result we cannot apply for the award, will our three-year window be extended?

A: No, the three-year window will not be extended for any reason.

Q: If my organization applies for an award but does not receive it, do we get to re-start our three-year time window?

A: If an organization passes the minimum requirements but does not receive an award, the three-year time window does restart. If an organization applies for an award and does not pass the minimum requirements, the three-year window does not restart. For example, if AHCA Manor received a Bronze award in 2007. Under the new policy, they will be considered an active Bronze recipient until 2017. AHCA Manor chose to apply for Silver in 2015; they passed the minimum requirements but did not achieve the award. AHCA Manor is now considered an active Bronze recipient until 2018.

Q: Do I need to complete any paperwork to remain an active recipient?

A: Other than applying for the next level of the Quality Award, there are no additional requirements that an organization needs to fulfill.

