

INSPIRING EXCELLENCE AND IMPROVING LIVES IN LONG TERM CARE

# AHCA/NCAL National Quality Award Program

Long term care providers nationwide are improving lives daily through the American Health Care Association/National Center for Assisted Living (AHCA/NCAL) National Quality Award Program. The Program is based on the [Baldrige Criteria for Performance Excellence](#). This nationally recognized criteria uses systems-based quality improvement principles to improve performance in the areas of leadership, strategic planning, customer and workforce, operations, and knowledge management. Participants move through progressive award levels— Bronze, Silver, and Gold, each requiring a more detailed demonstration of superior performance, and are recognized nationally for their achievements.

## KEY FOCUS AREAS OF THE PROGRAM

- Residents and family engagement and satisfaction
- Strong and effective leadership practices
- Teams-based approach
- Use of data and feedback
- Proactive evaluation and improvement of processes
- Innovation

## THE IMPACT

*Silver and Gold Quality Award recipients outperform their peers and lead the Nation.*

- 57% more likely to be an Overall Five Star Center than the nation
- 9% better performance than the national average on the use of off-label antipsychotics
- 3% better performance than the national average on falls
- 7% lower RN turnover than the nation

## RECIPIENT OUTCOME HIGHLIGHTS

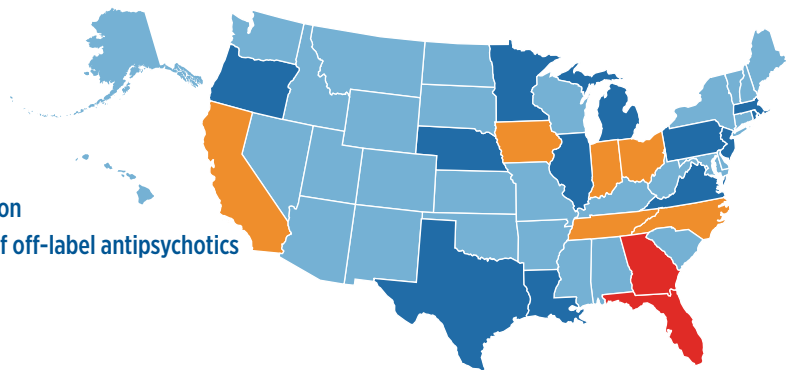
Gold Quality Award recipients are model organizations that demonstrate high-quality performance resulting from sustainable, systematic and effective processes. These centers are among the best in the post-acute and long term care profession.

- 97% of surveyed patients and families would recommend South Davis Specialty Care to others. – *South Davis Specialty Care*
- 100% of employees surveyed would recommend Mountain Valley to others as a good employer and to a family member for care. – *Mountain Valley of Cascadia*

## AWARD RECIPIENTS

*As of August 2022, there are 2,956 total active National Quality Award recipients since the program's inception.*

- 0-50 total recipients
- 51-100 total recipients
- 101-150 total recipients
- 151+ total recipients



**“The awards program represents a journey. It’s a framework for a better resident experience and quality of life. It enables staff to work better, smarter.”**

– *Tammy Kelly, PT, LNHA, RAC-CT, Virginia*  
Past Chair, AHCA/NCAL Quality Award Board

## THE AWARD LEVELS



**BRONZE** - Identify and demonstrate a performance improvement system, considering important factors such as the organization’s mission, vision, and success metrics.



**SILVER** - Utilize the organization’s performance improvement system to evaluate and improve processes, creating a systematic approach for all aspects of the organization and the key performance metrics needed to evaluate performance success.



**GOLD** - Showcase a culture of continuous quality improvement that incorporates leadership, strategic planning, customers, workforce, knowledge management and operations and includes routine comprehensive assessments of key performance metrics.

**AHCA**  
AMERICAN HEALTH CARE ASSOCIATION

Visit us at  
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to Learn More

**NCAL**  
NATIONAL CENTER FOR ASSISTED LIVING

IMPROVING LIVES *by* DELIVERING SOLUTIONS *for* QUALITY CARE