

The Quality Award Program

Prepared by: American Health Care Association
February 2023

FAST FACTS

How the program works

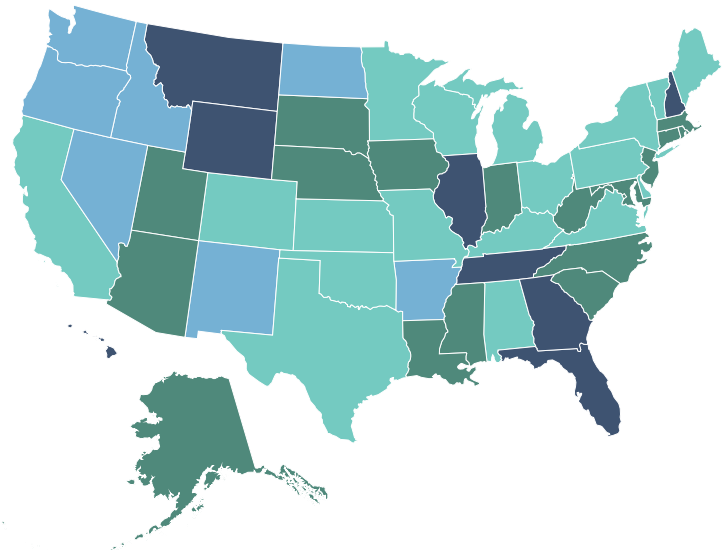
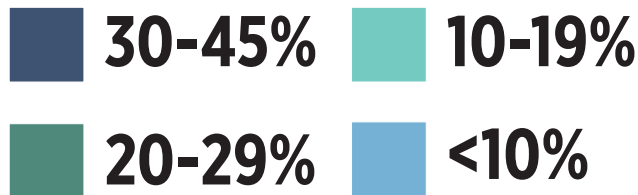
The AHCA/NCAL National Quality Awards Program is a progressive program that is based on the [Baldrige Criteria](#) for Performance Excellence. This nationally recognized approach to performance excellence focuses on systems-based quality improvement to create sustained levels of performance over time 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 2022*



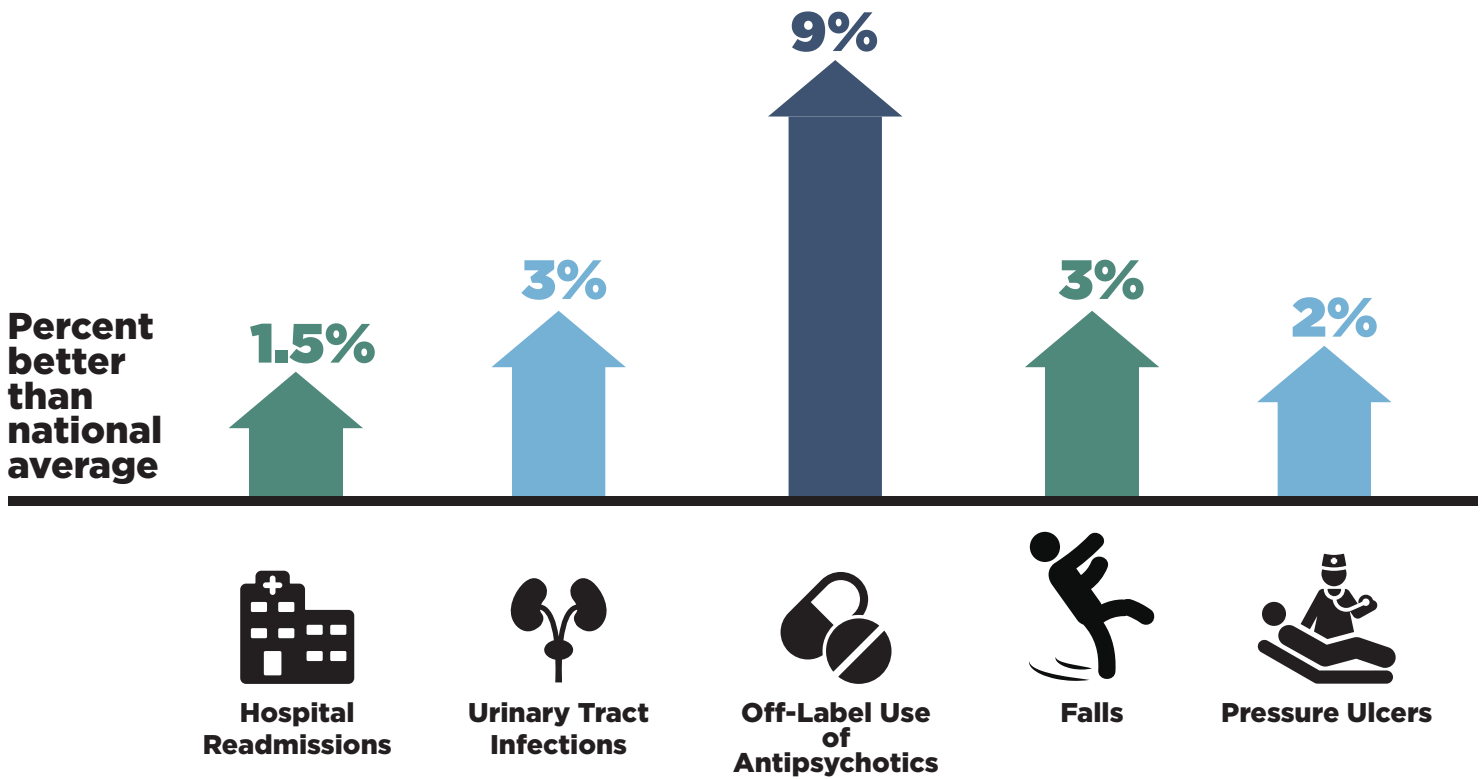
Where the Awardees Are

Percent of AHCA/NCAL Members Receiving a Quality Award



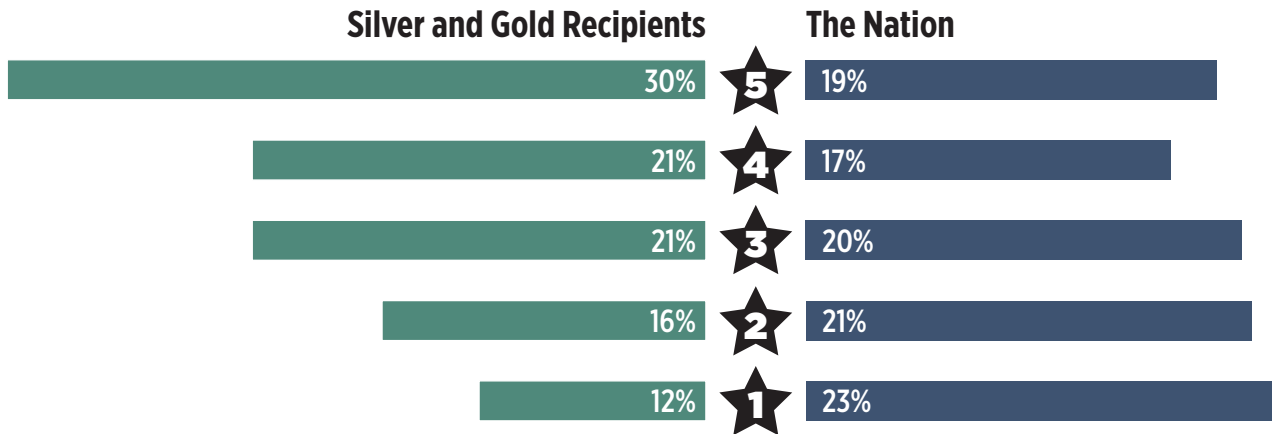
*Number of active recipients is current as of August 2022. Active recipients need to be members of AHCA/NCAL and meet the standards of the Renewal Policy. If a recipient has multiple awards, they are only counted once.

Quality Performance Measures ⁱ



Starpower ⁱⁱ Five Star Ratings

Overall Five Star Rating



Survey
70% Quality Awards
56% The Nation

Staffing
59% Quality Awards
49% The Nation

Quality Metrics
83% Quality Awards
78% The Nation

i. Quality performance data from CMS Care Compare and LTC Trend Tracker. Measures reflect data through 2022 Q3. Performance difference is statistically significant (p<0.05) for all antipsychotics and readmissions.

ii. Star rating data from February 2023 release of Nursing Home Compare. Performance difference is statistically significant (p<0.05) for all measures.

Business Advantage for Owners ⁱⁱⁱ

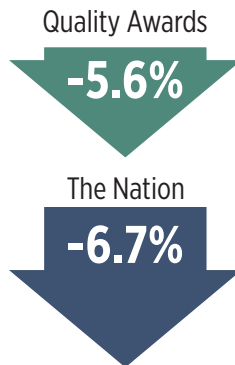
Active Silver and Gold Recipients vs. the Nation

Occupancy Rate



75% Quality Awards
70% The Nation

Operating Margin



Staff Turnover

	Quality Awards	The Nation
All Nurses %	52%	54%
Registered Nurses %	49%	53%
Administrators #	0.68	0.80

Facility Characteristics ^{iv}

	Active Silver and Gold Award Recipients	The Nation
 Ownership	<p>69% For-Profit 31% Not-For-Profit/ Government</p>	<p>71% For-Profit 29% Not-For-Profit/ Government</p>
 Size	<p>112 Average Beds</p>	<p>106 Average Beds</p>
 Location	<p>75% Urban 25% Rural</p>	<p>72% Urban 28% Rural</p>

iii. Financial and occupancy data from FY 2021 CMS Cost Reports and staff turnover from Payroll Based-Journal (2021q3-2022q2). 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 Feb 2023 Care Compare.



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