Bronze Frequently Asked Questions

The following Frequently Asked Questions (FAQs) are intended to reinforce points in the Bronze Quality Award application that tend to be misinterpreted and/or confusing as well as provide guidance on common Bronze applicant questions.

This FAQ document is not intended to replace training materials such as the Bronze Criteria Series, the Bronze SNCC & ID/DD application packet, or the Bronze AL application packet. For additional information on these resources, visit the Quality Award website.

Q: I am new to the Quality Award Program and application process. Where should I begin?

> **A:** AHCA/NCAL Membership is required for the Quality Award Program, so begin by ensuring that your membership is up to date. We recommend that you reference the Bronze Road Map for an overview of how best to engage with the criteria and application.
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> Three places to begin, as outlined in the Bronze Road Map, are:
> 1. Ensure that you download and read the Bronze Application Packet in full.
> 2. Create an account with the Quality Award Portal and get connected to your facility.
> 3. Create an ahcancalED account and begin reviewing the Bronze Criteria Series to assist with your application writing.

Q: What are the Survey Eligibility Requirements for earning the Bronze Award?

> **A:** Bronze applicants must meet the survey eligibility requirements as outlined in the Bronze SNCC ID/DD Application Packet on page 10. Please take time to review these requirements and contact qualityaward@ahca.org with any questions.

Q: What feedback do Bronze applicants receive regarding their application?
> **A:** Applicants receive a Bronze feedback report, which outlines where criteria was met or not met and includes notes from Bronze Examiners.

Q: How long does it generally take to complete a Bronze application?

> **A:** There are roughly 20 criteria questions, and each question is covered in the Bronze Criteria Series, with a 10 minute or less viewing time. If you follow along with the Bronze Criteria Series, a Bronze application can be written within a day or two. It is recommended you allow time to review your answers and the Program policies and requirements before submitting.

Q: Are there any tips for who should be writing the application? Should the Administrator or Executive Director always do the writing?

> **A:** The application should be written by individuals that work within the applicant facility. Corporate staff should not be involved in the writing process, and it is recommended that

the Administrator or Executive Director lead an application writing team with staff across the facility to respond to the criteria.

Q: Who would benefit from attending a Bronze Quality Award Workshop?

A: All Bronze applicants will benefit from attending a Bronze Quality Award Workshop. Often at full-day workshops, applicants leave with a nearly completed application and at shorter workshops, applicants leave with the beginning of an application.

Q: In the Bronze criteria, it states, "using the table in the Quality Award Portal…" where can these tables be located and how can they be updated?

A: The Bronze application is completed within the Quality Award Portal. The tables will be available within the online application and can be updated by clicking on the "button" that follows the criteria question.

Q: I'm having trouble with the Quality Award Portal; how do I get help?

A: Refer to the Quality Award Portal Resource Center for helpful documents and instructions on navigating the Portal. Also, do not hesitate to reach out to the Quality Award Program staff for assistance by emailing qualityaward@ahca.org

Q: We see the word "KEY" in many criteria questions and notes. What does that really mean?

A: Per the Bronze application packet glossary, "KEY" is defined as major or most important, critical to achieving your intended outcome. All words in SMALL CAPS within the criteria questions are defined in the Application Packet's Glossary. Ensure that you are checking the definition of these words for full understanding of the criteria question.

Q: Can we create and upload graphs or charts to demonstrate trends to the Bronze application?

A: The Bronze application is completed online, within the Quality Award Portal, and does not allow for uploaded graphs or charts. Plan to explain the performance measures as a written response rather than creating a graph or chart. For instance, using our performance improvement system we were able to reduce our hospital readmissions from 30% in 2022, to 25% in 2023, to 18% in 2024.

Q: Can the Bronze application be uploaded to the Quality Award Portal?

A: No. The Bronze application is completed online and written directly into the Quality Award Portal.

Q: If we earned Bronze Award, when could we apply for Silver? What's the length of active status between awards?

> **A:** As a Bronze recipient, you gain 3 years of "active status" in which you can apply at the Silver award level. Please review the Quality Award Program's Renewal Policy for further information on "active status".

Q: I noticed a warning about submitting an application that is not original to my center. Much of my application is the same as the application I submitted last year, won't the two match as non-original?

> **A:** No. Each cycle, the Bronze applications we receive for that cycle are compared against each other, and against the recipient applications from the previous cycle. Non-recipient applications from the previous cycle are not included in the comparison, so there is no possibility of a match.

Q: I wrote a Bronze application last year that earned an award. I'm at a new center this year and would like to use the previous application as a template. Do I run the risk of disqualification?

> **A:** Prior to submitting your application, please contact qualityaward@ahca.org and apprise us of the situation. As an appropriate author of both applications, we will exempt the current application from comparison with your previous application.