

National Quality Award Program

Engaging Staff in your Quality Award Journey



SHARE THE WHY

- Allows the center/facility to focus on continuous quality improvement and deliver exceptional care.
- Supports an increased focus on Quality Assurance and Performance Improvement (QAPI).
- Provides the opportunity to work towards common goals and celebrate success.
- Participation in improvement efforts could serve as a professional development opportunity.
- Highlight that this isn't meant to create additional work but rather create efficiencies.
- Share data on how participation in the Quality Award Program can lead to enhanced [outcomes](#).
- Discuss advantages of participation such as learning from feedback, team building, becoming a stronger organization, and recognition.

IDENTIFY CHAMPIONS

- Identify staff members who may be early adopters and request their support in sharing the benefits of engaging in a quality journey.
- [Nominate/identify an Examiner!](#)

CREATE OPPORTUNITIES FOR ENGAGEMENT

- Engage staff in reviewing their work and making improvements.
- Solicit volunteers to participate in the application writing process. *Tip – someone in your marketing team or business office might be very skillful in formatting the content of your application or graphs.*
- Engage staff at all levels in various quality improvement activities.
- Collect feedback and ideas for improving existing processes.
- Share performance goals and progress towards these goals with staff.
- Consider providing an off-site opportunity for staff to have focused time to reflect on the award criteria.
- If you have earned a Bronze award, consider converting it into an orientation handout so that new employees understand who you are and what is important to you as an organization.

MAKE IT FUN

- Celebrate success – big or small!
- Have trivia at an all staff meeting that focuses on the quality improvement efforts at your center.
- Share with stakeholders (residents, family members, referral sources, etc.) your commitment to continuous quality improvement.



SCAN ME

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