

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.*

- 128% more likely to be an Overall Five Star Center than the nation
- 12% better performance than the national average on the use of off-label antipsychotics
- 8% better performance than the national average on hospital readmissions
- 9% 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.

- **Libby Care Center embraces employee empowerment and have decreased staff turnover to 24%.** - Libby Care Center of Cascadia
- **100% of family members surveys would recommend Lofland Park Center to others.** - Lofland Park Center

## 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.

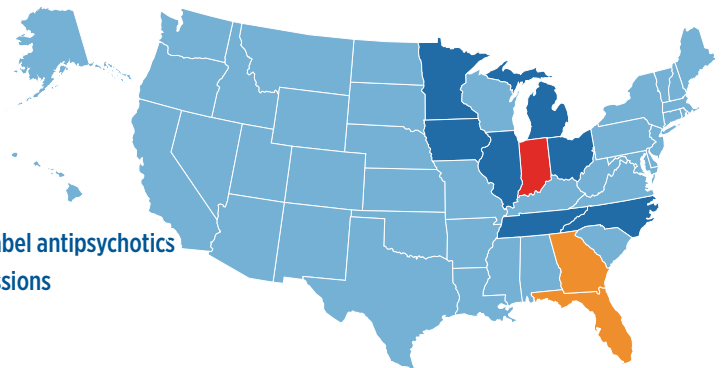


**GOLD** - Showcase a culture of continuous quality improvement that incorporates leadership, strategic planning, customers, workforce, knowledge management and operations and includes routine comprehensive assessments of key performance metrics.

## AWARD RECIPIENTS

*As of August 2024, there are 1,718 total active National Quality Award recipients since the program's inception.*

- 1-50 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



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