



Begin Your Quality Journey: AHCA/NCAL Bronze Award November 17-18, 2020 | 3:00-5:00 pm

If your organization has thought about participating in the AHCA/NCAL National Quality Award program, this is your opportunity to complete the Bronze Award application from **beginning to end** with coaching support along the way from our expert facilitators.

This workshop is about more than an award; besides gaining a better understanding of what examiners are looking for and how to use the award criteria as an improvement tool, you will learn how to use the award process to focus, align, and accelerate your performance excellence efforts—becoming a high-performing organization.

Suggested Participants

Suggested participants for this workshop are administrators or executive directors and directors of nursing, admission coordinators, along with other leadership team members - including owners. A team approach is the most effective method to develop your application in a manner that makes it your “management document,” and not just an award application.

Virtual Event

This workshop will be held virtually on Zoom over the duration of two days November 17 and November 18. Participation in both sessions is required. Sessions will be held from 3:00-5:00 pm. Participants will be required to participate on camera and audio.

Faculty

Glenn Bodinson, FACHE, founded BaldrigeCoach to help organizations improve their performance. BaldrigeCoach clients have won 23 Baldrige Awards. In the past nine years, 20 AHCA/NCAL Gold Quality Award recipients and more than 75 AHCA/NCAL Silver Award recipients have used the BaldrigeCoach system.

Kay Kendall spent more than 20 years as a quality executive leading large-scale change initiatives across diverse industries. From 2002 through 2005, Kay served on the Panel of Judges for the Malcolm Baldrige National Quality Program after serving as an Examiner and Senior Examiner for the Program for six years. She continues to serve as a Master Examiner for the program. She has been a facilitator of the national training for examiners since 1998. She was a Master Examiner and Team Leader for the AHCA/NCAL Quality Award from 2011 – 2015.

Important Information

- Registration is limited to AHCA/NCAL members.
- Registration is non-refundable; however, substitutions are allowed up to 48 hours before the program.
- Participation in this workshop does **not** guarantee award/renewal receipt by AHCA/NCAL.
- Registration for a facility includes up to two participants. If you would like to request additional participants, please contact [Doran Hutchinson](#).

Register online at www.vhca.org/calendar.

What is the AHCANCAL National Quality Award Program?

The AHCA/NCAL National Quality Award Program recognizes long term and post-acute care organizations across the nation for quality. Based on the Baldrige Performance Excellence Framework, a nationally recognized method for improving business performance, the Program sets high standards for quality and excellence. The Program has three levels of awards: *Bronze – Commitment to Quality*, *Silver -Achievement in Quality*, and *Gold – Excellence in Quality*, each of which set progressively higher standards for performance. By moving through the three award levels, organizations will improve the quality of the care and services they provide.

Who is eligible for the 2020 AHCA/NCAL National Bronze Quality Award?

- Providers who are or will be members in good standing with AHCA or NCAL at the time of application are eligible to apply. Those who are members in good standing at the time of award notification are eligible to receive the award and the associated feedback report.
- Skilled nursing facilities, assisted living communities, and campus settings are eligible.
- Campus settings with multiple levels of services may elect to apply for the entire campus as one or may elect to apply independently for each level of service.
- Skilled nursing facilities must have completed at least one Medicare/Medicaid survey.

Who is not eligible?

- Providers who are not members in good standing with AHCA or NCAL at the time of application are not eligible to apply. Those who are not members in good standing at the time of award notification are not eligible to receive the award and the associated feedback report.
- Skilled nursing facilities that have been cited for a regulatory deficiency at the Immediate Jeopardy level or Substandard of Care level in any survey during the past three calendar years.

VHCA-VCAL is partnering with the Health Care Association of Michigan and Michigan Center for Assisted Living, in partnership with several AHCA/NCAL state affiliates to offer these workshops.