



The 2011 AHCA/NCAL National Quality Award A Benchmark of Performance Since 1996

INTENT TO APPLY

Applicants for the 2011 AHCA/NCAL National Quality Award program are required to submit a \$75 **Intent to Apply** fee in order to be eligible to submit an application. The **Intent to Apply** fee will be accepted online beginning November 15, 2010.

**NEW IN
2011**

APPLICATION DEADLINES

Intent to Apply
January 18, 2011

Bronze
February 28, 2011

Silver
March 15, 2011

Gold
March 15, 2011

The AHCA/NCAL National Quality Award aligns with Quality First “Keeping the Promise.”



Keeping the Promise

The AHCA/NCAL National Quality Award is public recognition of your facility’s quality achievements. The application process itself delivers great benefits, including:

- Gaining a true picture of your mission, goals, and customer expectations;
- Assessing and maximizing your facility’s strengths;
- Applying systematic approaches that produce consistent results across operations;
- Receiving customized feedback and solutions to improve performance;
- Increasing your performance management, planning, training, and assessment proficiencies; and
- Validating and securing the links between continuous improvement, quality, and customer satisfaction.

THREE LEVELS OF AWARDS

BRONZE – COMMITMENT TO QUALITY LEVEL

Applicants are assessed by their ability to describe their mission, characteristics, and key challenges and to recognize the relationship of these factors to their ability to achieve performance improvement.

SILVER – ACHIEVEMENT IN QUALITY LEVEL

Applicants are assessed by their ability to provide an extensive assessment of their systematic approaches, performance measures and sustainable organizational and process results that are linked to the key customer requirements, success factors and challenges they identified in previously earning the Bronze award. Only facilities that have earned a Bronze award may apply at this level.

GOLD – EXCELLENCE IN QUALITY LEVEL

Applicants address the Baldrige National Quality Program Health Care Criteria for Performance Excellence to demonstrate by approach, deployment, and level and consistency of results that they are achieving high levels of performance in health care, customer satisfaction, financial, market, workforce, process and leadership outcomes over time. Only facilities that have earned a Bronze and Silver award may apply at this level.

FOR MORE INFORMATION

The 2011 application packets, policies and procedures are available on the National Quality Award website. Visit www.ahcancal.org and click on “Quality Improvement” and then “Quality Award.”