

2024 AHCA/NCAL
National Quality
Award Program
Gold Level
Roadmap



New Applicants – Gold Award Level



Successful applications take time to write and finalize. If you are new to the National Quality Award Program, take the following recommended steps to help you start and stay on track. [All resources are available on the National Quality Award website.](#)

Key Dates

- June 27, 2023- Application launch
- August 2023 - Portal launch
- November 16, 2023 - ITA deadline
- January 25, 2024 - Application deadline
- Summer 2024 - Gold notifications

PRE-APPLICATION

POTENTIAL RESOURCES

STEP 1

- [Baldrige Core Values](#)
- [Gold Criteria Series](#)

STEP 2

JUNE

- Download and read the [application packet](#).
- The Quality Award program is only open to AHCA/NCAL members. If your center is not currently a member, click [here](#) to get more information on becoming a member.
- Learn about the benefits of applying to the program and review [Fast Facts](#).
- Review your Silver and/or prior Gold application(s) and feedback report(s).

STEP 3

JULY

- Complete the [Gold Self-Assessment](#). This will help you determine if your center is ready to submit a Gold application. If your center is not ready yet, continue to work on addressing the opportunities for improvement from your previous application(s).
- Start thinking about the results that are important to your organization and how you will report them in your application.
- Create your application writing team (leadership team, others on staff) and signup everyone in [ahcancaLED](#) to access short videos that will help you understand the criteria questions. Note, the login credentials for ahcancaLED are the same as those for the Quality Award Website but different from the Quality Award Portal.
- [Purchase](#) the Baldrige Excellence Framework (Health Care) and read it.
- Get your application writing team connected to your facility in [LTC Trend Tracker](#).
- Register for the [AHCA/NCAL Annual Convention](#) and plan on attending Quality Award education sessions as well as the Quality Award Ceremony and Photo-Opt.
- Check with your local state affiliate to see if they offer a Gold Quality Award workshop. If yes, register.

STEP 4

AUGUST

- Download the [application packet](#).
- Have your application writing team review the Gold Criteria Series on [ahcancaLED](#).
- Determine an application writing plan with your team. The writing plan is based on team working one to two categories a month.

APPLICATION

STEP 5

SEPTEMBER

- Complete your responses to the Organizational Profile and Category 1 (and get your Category 1 results together!).
- Consider having one member of your team become an [Examiner](#).

STEP 6

OCTOBER

- Complete your responses to Category 2 and Category 3 (and get your Category 2 & 3 results together!).
- Attend the [AHCA/NCAL Annual Convention](#). (October 1-4)

STEP 7

NOVEMBER

- Complete your responses to Category 4 and Category 5 (and get your Category 4 & 5 results together.)
- Submit the Intent to Apply. Review the Quality Award Intent to Apply emails sent by Quality Award staff. (November 16)

STEP 8

DECEMBER

- Complete your responses to Category 6 (and get your Category 6 results together!).
- Complete your responses to Category 7 by compiling all the results you have gathered for each Category.

POST-APPLICATION



JANUARY

- Read through your draft application one last time. Finalize and submit your [application and payment in the Quality Award Portal before the deadline.](#) (January 25)



FEBRUARY

- Congratulate your team on completing the Gold application and discuss any opportunities for improvement you identified while completing the application.
- After you submit your Gold application, consider discussing the contents of it at an all-staff meeting.



MAY

- If your application is recommended for a Site Visit, prepare for the Site Visit.
- Resources to prepare for the Site Visit will be communicated via your notification letter.



JUNE- JULY

- Prepare for your Site Visit (this may be the month your center will be visited.)
- Develop plans to address your opportunities for improvement and resubmit an application in the future.

The Quality Award team is here to help. If you need assistance with any of the steps noted, please contact us at qualityaward@ahca.org.

Additional Resources

- [Potential Assisted Living Data Sources](#)
- [Quality Award Comparative Data in LTC Trend Tracker](#)
- [Baldrige Core Values](#)
- [Baldrige Key Terms](#)

