

# NATIONAL QUALITY AWARD PROGRAM

INSPIRING EXCELLENCE SINCE 1996



## INVEST IN YOUR ORGANIZATION.

The National Quality Award Program is a rigorous and progressive three-level process that evaluates an organization's capabilities against the nationally recognized standards for performance excellence - Baldrige Criteria for Performance Excellence. The three progressive award levels are:

**Bronze – Commitment to Quality**

**Silver - Achievement in Quality**

**Gold – Excellence in Quality**

Start your excellence journey today!

"[T]he structure of the National Quality Award Program provided us with the foundation and model to transition from a 3-star rated CMS facility to a 5-star rated CMS facility. The Program provided us with exactly what we needed to drive high quality in our facility... [i]t has yielded data-driven results in an ever-changing and challenging industry, making us proud at every level within our organization."

-*Tawnya Dennis, Senior Administrator*  
Lofland Park Center, Seaford, DE  
2024 Gold Quality Award Recipient



## WHY APPLY?



**An outside perspective.** Trained experts dedicate numerous hours to reviewing and providing feedback for each application.



**Learn from feedback.** Each applicant receives objective feedback on their strengths and opportunities for improvement based on evaluation against the nationally recognized Baldrige Criteria for Performance Excellence.



**Build a strong team.** Pursuing a common goal engages staff and enhances team cohesion.



**Become more resilient.** Anticipate, prepare for, and recover from disasters, emergencies, and other disruptions by creating effective systematic processes throughout your organization.



**Boost performance.** Recipients of the Quality Award show superior performance in a variety of quality and business metrics.



**Earn recognition.** Gain external validation of your performance and quality of care that can be shared with your residents/patients, families, and other stakeholders.

**Contact us:** [qualityaward@ahca.org](mailto:qualityaward@ahca.org)

**Learn more:** [www.ahcancal.org/qualityaward](http://www.ahcancal.org/qualityaward)

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