

The Quality Award Program

Prepared by: American Health Care Association
September 2024

FAST FACTS

How the program works

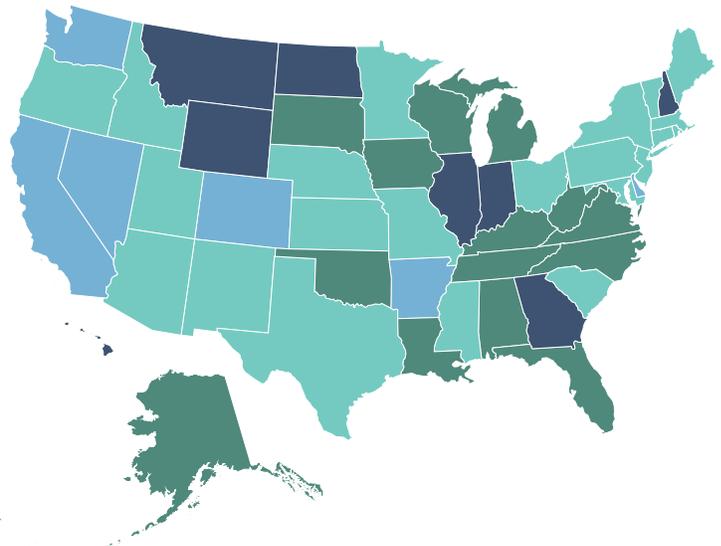
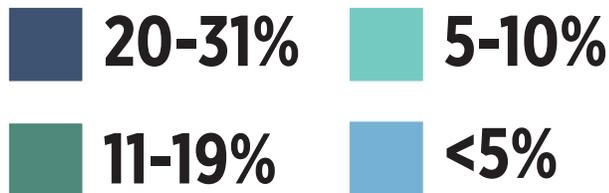
The AHCA/NCAL National Quality Awards Program is a progressive program that is based on the [Baldrige Criteria](#) for Performance Excellence. This nationally recognized approach to performance excellence focuses on systems-based quality improvement to create sustained levels of performance over time in the areas of leadership, strategic planning, customer and workforce, operations, and knowledge management. Participants move through progressive award levels—Bronze – Commitment to Quality, Silver – Achievement in Quality, and Gold – Excellence in Quality, each requiring a more detailed demonstration of superior performance. Providers are nationally recognized for achieving each award level, eventually joining the ranks of the best in long term care. Visit the [National Quality Award website](#) to learn more about the program.

Active Recipients as of 2024*



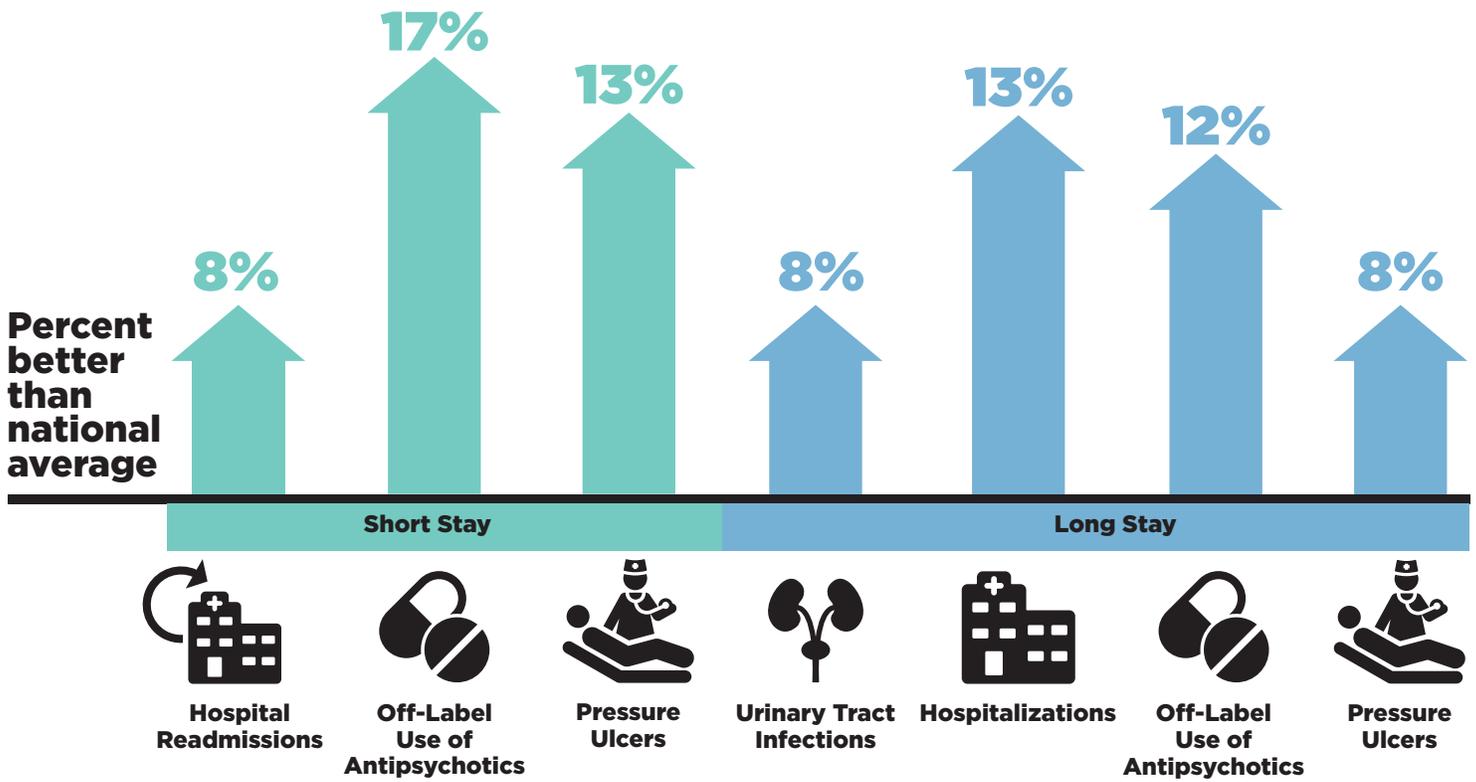
Where the Awardees Are

Percent of AHCA/NCAL Members Receiving a Quality Award



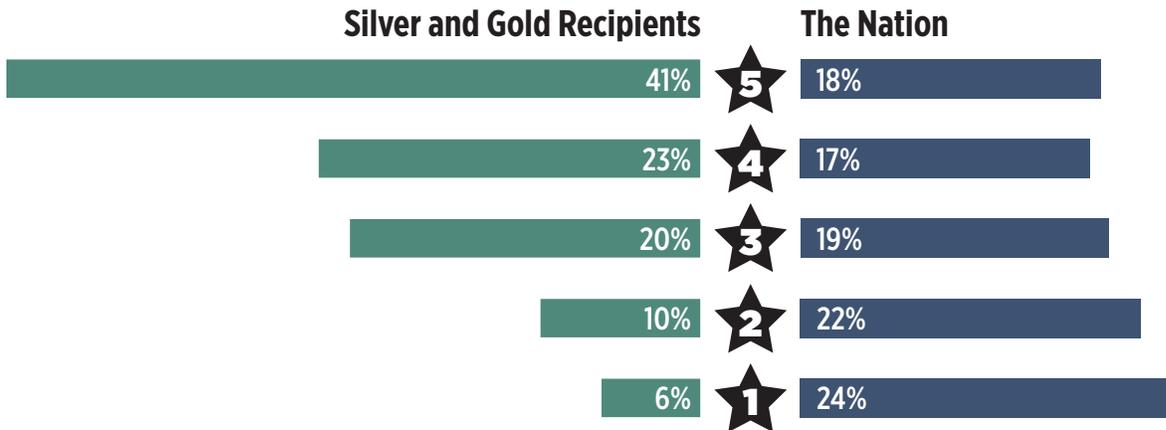
*Number of active recipients is current as of August 2024. Active recipients need to be members of AHCA/NCAL and meet the standards of the Renewal Policy. If a recipient has multiple awards, they are only counted once.

Quality Performance Measures ⁱ



Starpower ⁱⁱ Five Star Ratings

Overall Five Star Rating



Survey
82% Quality Awards
54% The Nation

Staffing
69% Quality Awards
52% The Nation

Quality Metrics
88% Quality Awards
75% The Nation

i. Quality performance data from CMS Care Compare and LTC Trend Tracker. Measures reflect data through 2023 Q4. Performance difference is statistically significant (p<0.05) for all measures except urinary tract infections.

ii. Star rating data from August 2024 release of Nursing Home Compare. Performance difference is statistically significant (p<0.05) for all measures.

Business Advantage for Owners ⁱⁱⁱ

Active Silver and Gold Recipients vs. the Nation

Occupancy Rate



79% Quality Awards
73% The Nation

Operating Margin



Staff Turnover

	Quality Awards	The Nation
All Nursing Staff %	44%	49%
Registered Nurses %	37%	46%
Administrators #	0.45	0.66

Facility Characteristics ^{iv}

	Active Silver and Gold Award Recipients	The Nation
 Ownership	<p>61% For-Profit 39% Not-For-Profit/ Government</p>	<p>73% For-Profit 27% Not-For-Profit/ Government</p>
 Size	<p>108 Average Beds</p>	<p>107 Average Beds</p>
 Location	<p>69% Urban 31% Rural</p>	<p>72% Urban 28% Rural</p>

iii. Financial and occupancy data from FY 2022 CMS Cost Reports and staff turnover from Payroll Based-Journal (2024 Q1). Operating Margin = (Operating Revenue - Operating Expenses) / Operating Revenue x 100. Performance difference is statistically significant (p<0.05) for all measures.

iv. Demographic data from August 2024 Care Compare.



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