

The Quality Award Program

Prepared by: American Health Care Association
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FAST FACTS

How the program works

The AHCA/NAL National Quality Award Program is a tiered recognition 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 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 2025*



BRONZE

Commitment to Quality

1,626



SILVER

Achievement in Quality

502



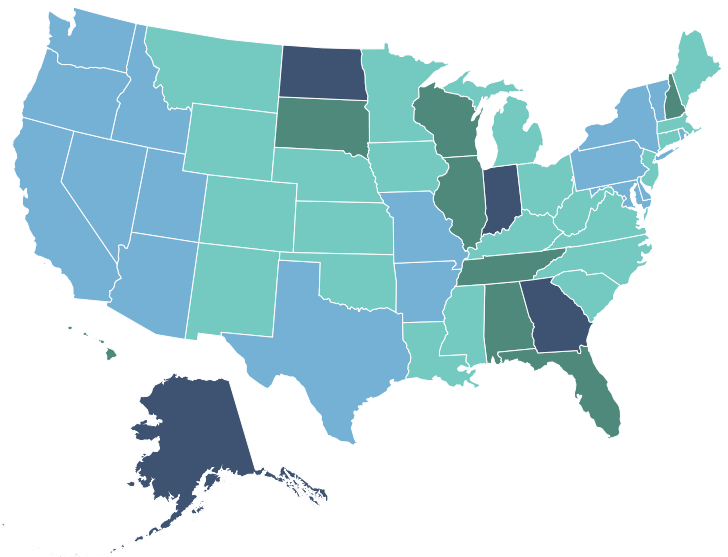
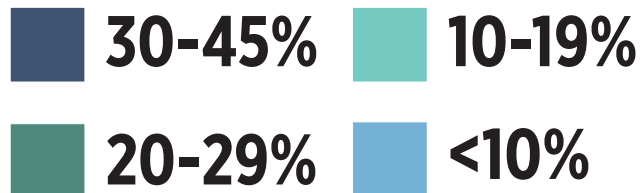
GOLD

Excellence in Quality

56

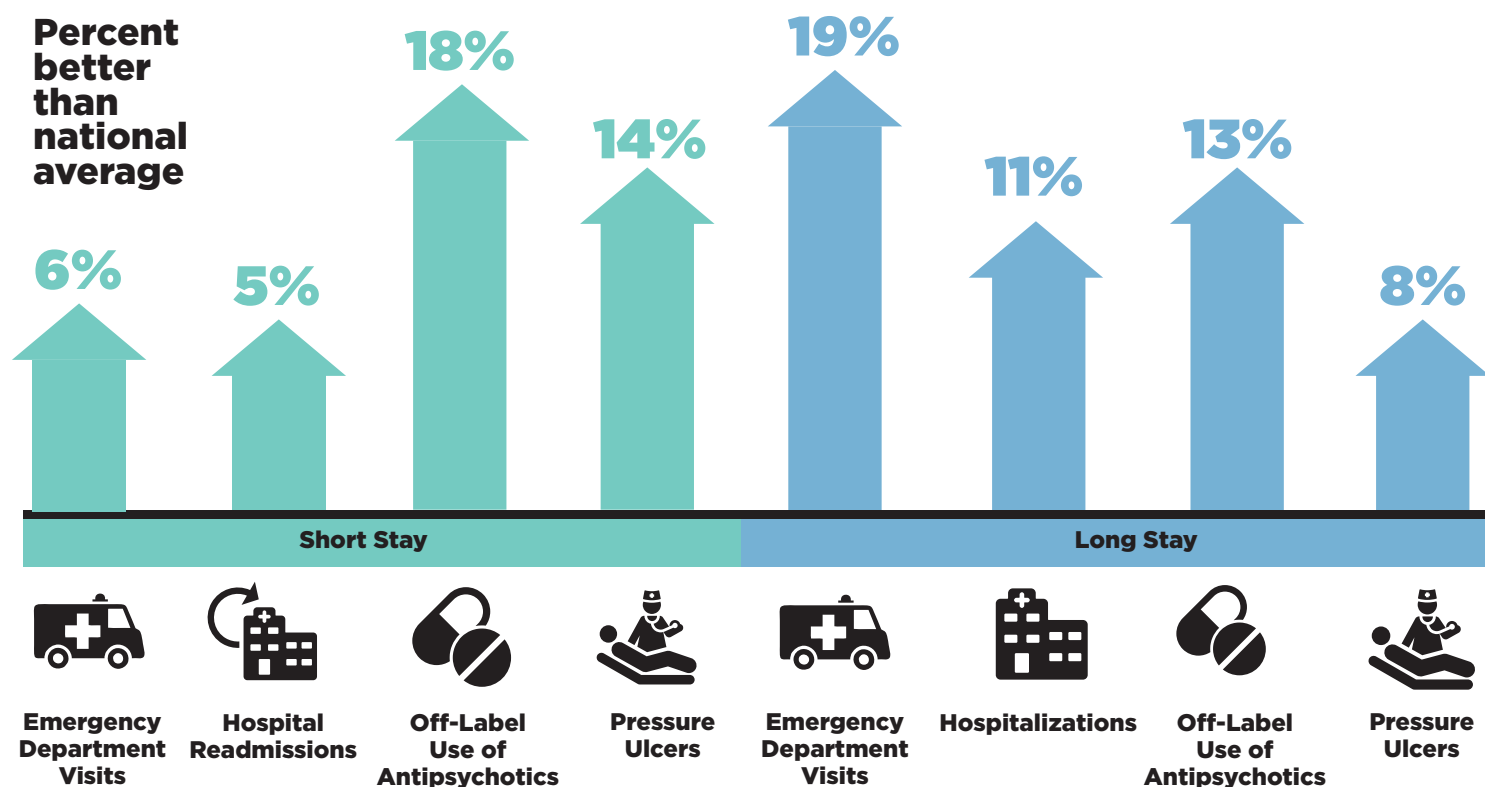
Where the Awardees Are

Percent of AHCA/NCAL Members Receiving a Quality Award



**Number of active recipients is current as of August 2025. 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. Gold recipients are considered active regardless of membership status.*

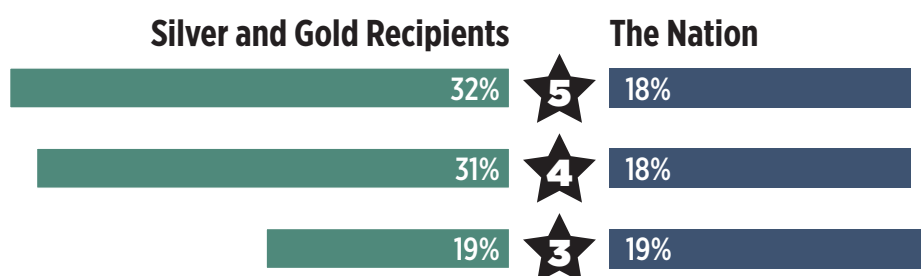
Quality Performance Measures ⁱ



Starpower ⁱⁱ

Five Star Ratings

Overall Five Star Rating



Survey
81% Quality Awards
55% The Nation

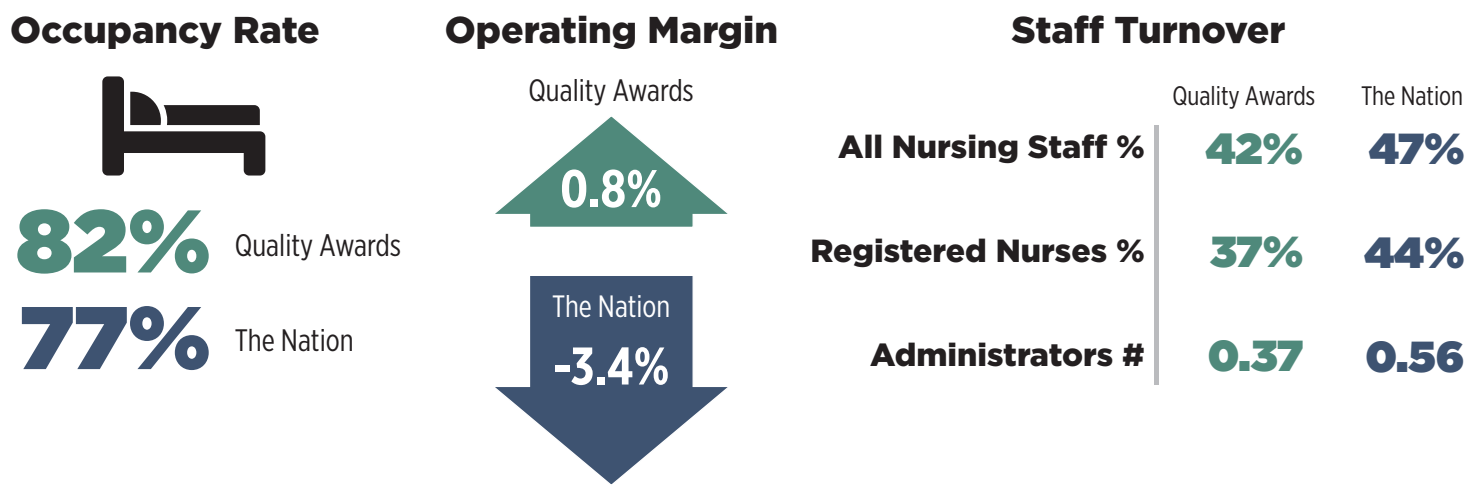
Staffing
70% Quality Awards
57% The Nation

Quality Metrics
84% Quality Awards
73% The Nation

i. Quality performance data from CMS Care Compare and LTC Trend Tracker. Measures reflect data through 2025 Q1. Performance difference is statistically significant ($p < 0.05$) for all measures.
 ii. Star rating data from July 2025 release of Nursing Home Compare. Performance difference is statistically significant ($p < 0.05$) for all measures. Percentages may not add to 100% due to rounding.

Business Advantage for Owners ⁱⁱⁱ

Active Silver and Gold Recipients vs. the Nation



Facility Characteristics ^{iv}

	Active Silver and Gold Award Recipients	The Nation
 Ownership	65% For-Profit 35% Not-For-Profit/ Government	74% For-Profit 26% Not-For-Profit/ Government
 Size	102 Average Beds	107 Average Beds
 Location	69% Urban 31% Rural	73% Urban 27% Rural

iii. Financial and occupancy data from FY 2023 CMS Cost Reports and staff turnover from Payroll Based-Journal (2025 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 July 2025 Care Compare.