

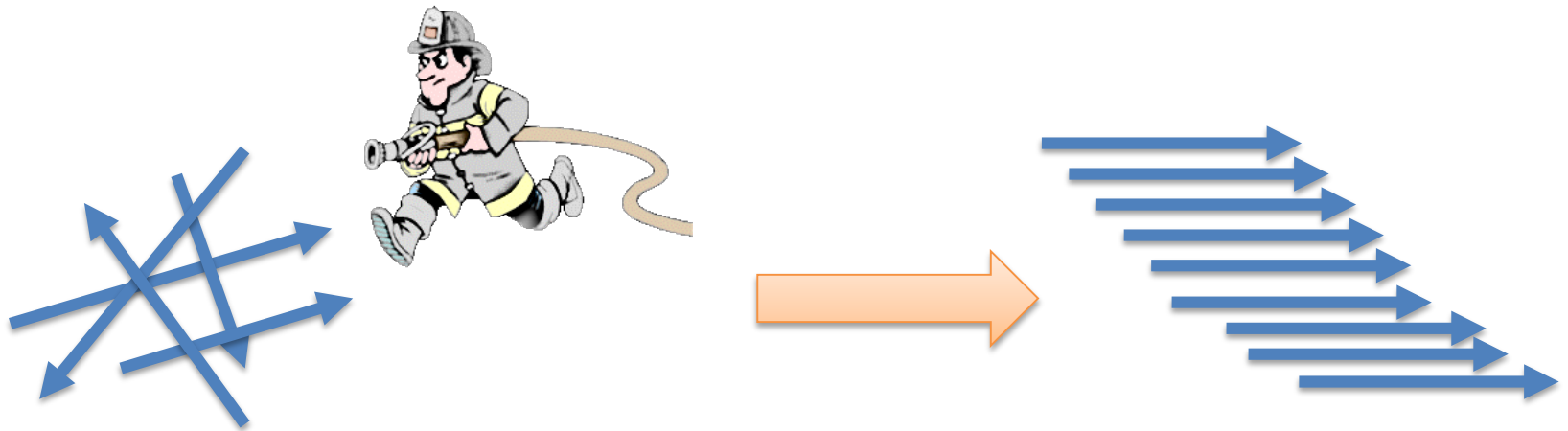
The Baldrige Criteria: Reaching for the Stars



DeAnn Walters
Director of Clinical Affairs and
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Reactive to Proactive



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Business Advantage for Owners

2012-2015 Silver and Gold Recipients vs. the Nation



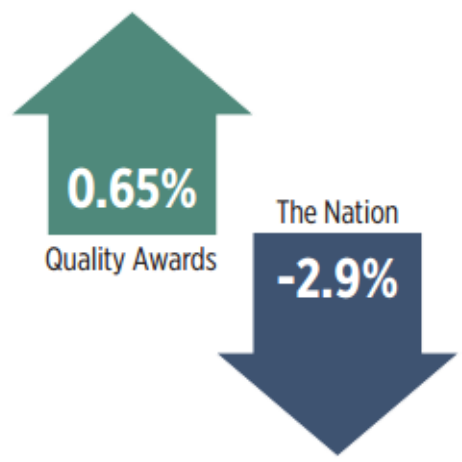
dreamstime.com

Occupancy Rate



85% Quality Awards
81% The Nation

Operating Margin



Bad Debt



38% Quality Awards
73% The Nation





WHAT IS BALDRIGE?





Baldrige Criteria

Framework for Performance Excellence

- Organizational Profile
- Leadership
- Strategy
- Customers
- Measurement, Analysis and Knowledge Management
- Workforce
- Operations
- Results



AHCA/NCAL National Quality Award Program

- Launched in 1996
- Approx. 12,000 applications and 4,700 awards
- Criteria based on the Baldrige Performance Excellence Program
- The mission is to promote and support the application of continuous quality improvement in AHCA/NCAL member organizations



Three Levels of Distinction

- Organizations must achieve the award at each level to continue to the next level
 1. Bronze – Commitment to Quality
 2. Silver – Achievement in Quality
 3. Gold – Excellence in Quality



The Bronze Application: Your Building Blocks

- Mission, Vision, Values
- Services you Provide
- Customers/Requirements
- Workforce/Requirements
- Regulatory Environment
- Competitors
- Strategic Challenges and Advantages
- Performance Improvement System
- And so on...



Silver Award Level- Galaxy

Starts with the Organizational Profile

High level questions about **how** you

manage the organization in the areas of the criteria

Recipients have established effective systems and are achieving results at a level where they are most likely to continue to improve



Gold Award Level- Universe

Starts with the OP

Detailed questions about **how** you

manage the organization in the areas of the criteria

Recipients have high performance over time and can serve as role models



Leadership is Key to Success

- Leadership must buy into the process
- Without Senior Leader buy-in, you will not be successful
- Leadership sets the tone and expectations



Celebrate Successes



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Links



www.ltctrendtracker.com

NATIONAL QUALITY AWARD PROGRAM
Inspiring Excellence Since 1996



www.ahcancal.org/qualityaward



<https://educate.ahcancal.org/>



Dates and Deadlines

- August 1, 2017: 2018 Applications Published
- November 9, 2017: ITA Deadline
- January/February 2018: 2018 Application Deadline

- *All deadlines are 8pm EST!



Above all, remember...



- **It's not the award, it's the journey**
- Learning and progress is what defines success on the Quality Award journey
- Leadership **MUST** emphasize this
- This is the only way to be successful in the long run





Q & A

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