



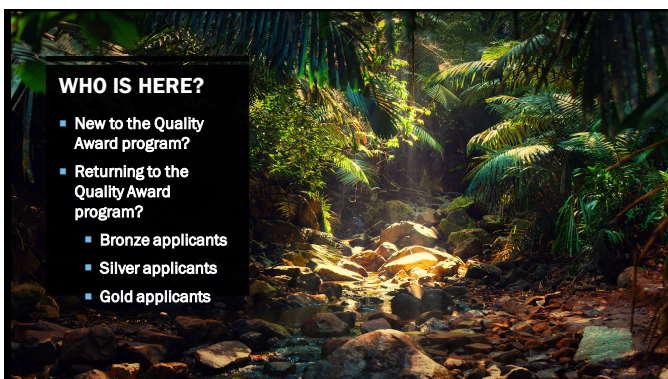
**STRATEGY
FOR
SURVIVAL:**

USING THE QUALITY
AWARD PROGRAM FOR
RECOVERY

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OBJECTIVES:

- Learn why applying for the quality awards, even in this difficult time, is the right decision
- Hear how the quality award program works and the benefits of participating
- Receive immediate feedback to your quality award questions from Gold Award recipients
- Bring your current application to ask your facility-specific questions to examiners



WHO IS HERE?

- New to the Quality Award program?
- Returning to the Quality Award program?
 - Bronze applicants
 - Silver applicants
 - Gold applicants

LEVELS OF THE QUALITY AWARD PROGRAM:





The goal of this award level is to provide applicants with the **tools** and **resources** they need to **achieve performance improvement** through the introduction of the Baldrige criteria.



At this level, applicants respond to a sub-set of the Baldrige criteria to continue to **learn** and **develop effective approaches** to drive **continual improvement** of performance and health care outcomes.



At this final level, applicants must apply the Baldrige criteria in its entirety to show **superior performance** in areas of the criteria including **leadership, strategic planning**, and customer and staff **satisfaction**.



- Address the criteria in the correct area
- Be clear when stating your process:
 - Be Specific
 - “every month”
 - “once a day”
 - Avoid
 - “we routinely”
 - “we constantly”

DON'T FORGET THE REST OF YOUR TEAM IN YOUR APPLICATION:

- It's more than nursing
- Remember to address the other departments
- Capture anyone working in the organization (i.e., contract therapy, outsourced EVS, etc.)



ADDRESS THE ADLI:

APPROACH

The methods to carry out your processes

How you do it; the effectiveness of the method; is it repeatable?

DEPLOYMENT

Extent to which your approach is applied consistently

Your approach is used by all appropriate work units

LEARNING

The refinement of your approach through cycles of evaluation and improvement

INTEGRATION

Your approach is aligned with organizational needs identified in the Org Profile and other process items

PAY ATTENTION TO LEARNING:



What does learning look like?

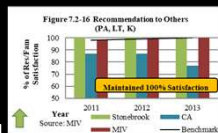
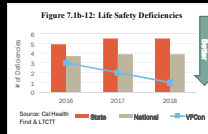
There is a difference between beginning and fact-based, systematic learning.

Incorporate evaluation processes into your systems.

Learning includes both continuous improvement of existing approaches and innovation

MAKE YOUR RESULTS EASY TO UNDERSTAND:

- **Axis labels**
- **Direction of favorable performance**
- **Define your comparison group**
- **Include your data source**
- **Provide a description**



REMEMBER ITLeC:**Importance (I)**

- Show all results that are important to your organization

**Trends (T)**

- Show your organization's performance over time (At least 3 data points)

Performance Levels (Le)

- Show levels that are reported on a meaningful measurement scale (scale that lets you know if your performance is any good)

Comparisons (C)

- Show how your results compare with other, appropriately selected organizations (Compare apples to apples)

**DON'T FORGET TO ADDRESS 7.5b:**

What are your results for the achievement of your organization strategy and action plans?

Figure 7.5.3 Achievement of Organizational Strategy & Action Plans

Strategic Objectives	Fig. 5	2018 Action Plan Results	2019 Projected Action Plan Results
Quality Nursing & Geropsych care	7.1-12, 7.1-4, 7.1-1, 7.1-15, & 7.1-8	Achieved 5 of 6	Projected 6 of 6
Customer Satisfaction	7.2-18, 7.2-3 to 7.2-10	Achieved 2 of 4	Projected 3 of 4
Employee Satisfaction	7.3-21, & 7.3-22a	Achieved 1 of 2	Projected 2 of 2
Reduce Costs & Increase Revenue	7.5-7 & 7.5-3	Achieved 3 of 3	Projected 3 of 3

Green – On target; Yellow – Might not meet target; Red – Not on target

WORKSHOP

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