

# The Quality Award Program

Prepared by: American Health Care Association  
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**FAST**FACTS

## How the program works

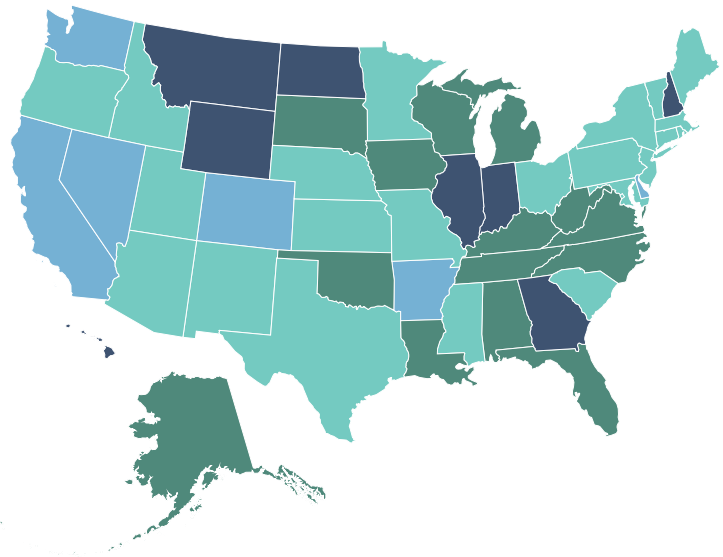
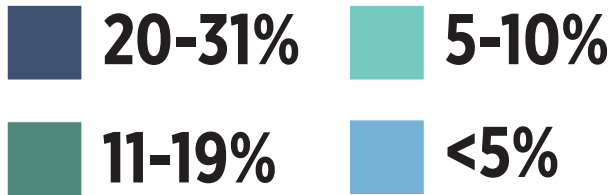
The AHCA/NCAL National Quality Awards Program is a progressive program that is based on the [Baldrige Criteria](#) for Performance Excellence. This nationally recognized approach to performance excellence focuses on systems-based quality improvement to create sustained levels of performance over time 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\*



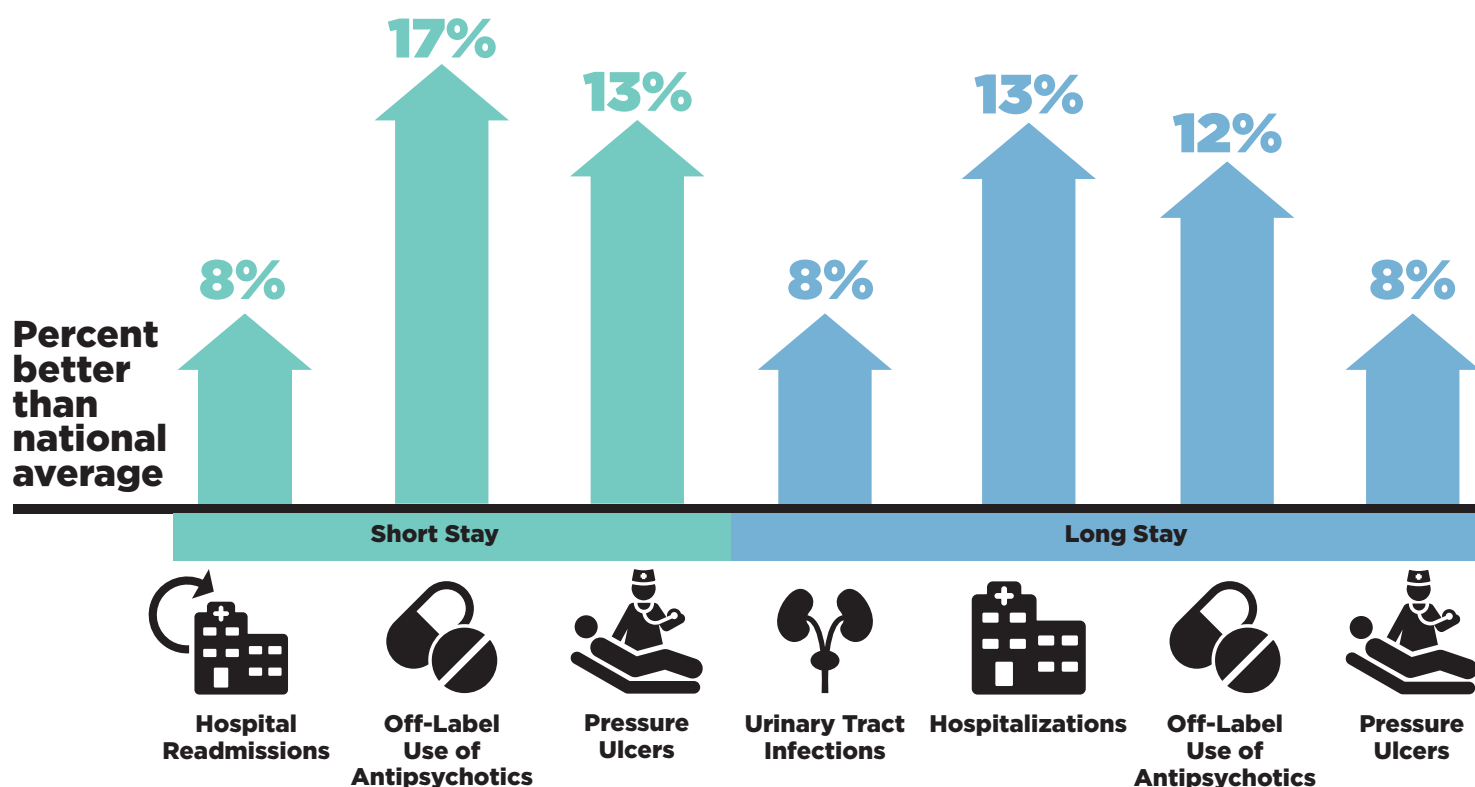
## Where the Awardees Are

Percent of AHCA/NCAL Members Receiving a Quality Award



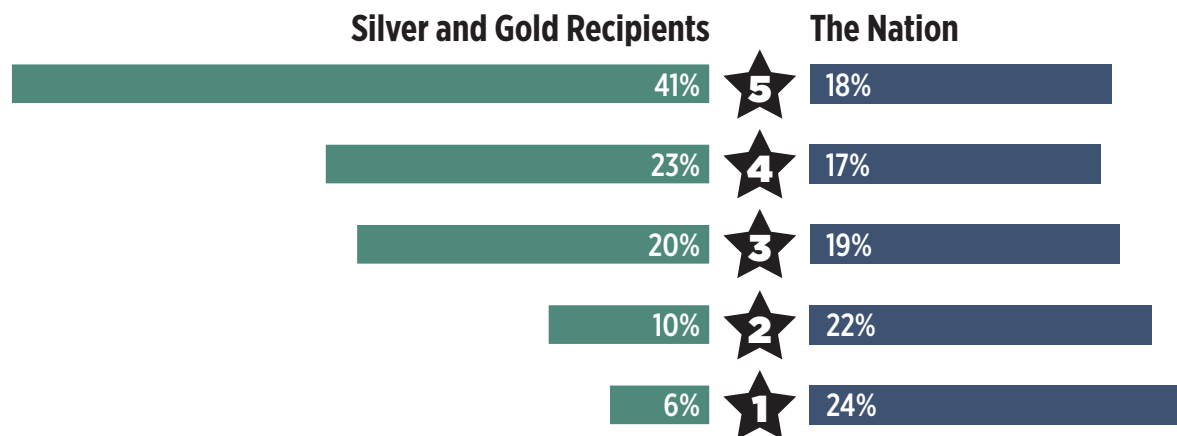
*\*Number of active recipients is current as of August 2024. Active recipients need to be members of AHCA/NCAL and meet the standards of the Renewal Policy. If a recipient has multiple awards, they are only counted once.*

# Quality Performance Measures <sup>i</sup>



## Starpower <sup>ii</sup> 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

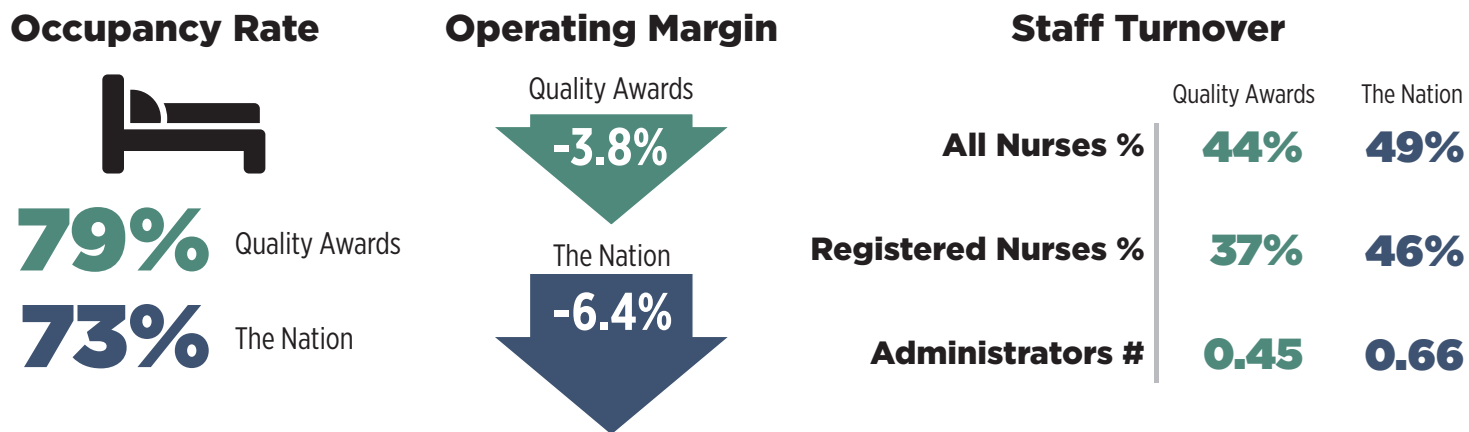
**75%** The Nation

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 <sup>iii</sup>

## Active Silver and Gold Recipients vs. the Nation



## Facility Characteristics <sup>iv</sup>

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

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.