The AHCA/NCAL National Quality Award Program provides a pathway for providers of long term care services to journey towards performance excellence. The program is based on the core values and criteria of the Baldrige Performance Excellence Program. The Quality Award program has three progressive step levels. This seminar will cover the first level, Bronze - Commitment to Quality. Bronze Award applicants begin their quality journey by developing an organizational profile including vision and mission statements, an awareness of their environment and customers' expectations, and a demonstration of their ability to improve a process.

This session includes a full day of training and consultation on how to complete the AHCA/NCAL Bronze Quality Award Application led by the Administrator of the Quality Award Program and a trained Quality Award Examiner and award recipient. This training will decipher the criteria, answer questions, clarify concepts, and guide participants through the process of writing an organizational quality award application. Using interactive technology, participants will leave the workshop with their applications complete or with few areas to fill in.

It is never too early to begin thinking about and planning your quality award application. This is an opportunity for you and your team to begin your quality journey by working together through the writing process. Be among the first participants to have access to the newest AHCA Bronze Quality Award Criteria. Get your application ready early and have plenty of time to fine tune it before the deadline.

Helpful Items You Can Bring:
- A copy of your mission statement (and vision statement if you have one)
- A list of your major employee groups, with number of desired employees for each group and any descriptions of minimum education for these groups that you have
- Summaries of resident, family and other satisfaction surveys that you have conducted in the last year
- If your facility is owned by a parent company, an organizational chart of your parent company
- A basic geographical description of your local market area, defined as the area from which you draw residents or other key customers and/or staff members
- The names of the data sources that you currently use to access comparative and competitive data
- A list of the steps of your process to fix problems or make improvements

Objectives:
- Gain knowledge on the AHCA/NCAL Bronze National Quality Award Application Process
- Understand the technical requirements of the application process and recertification policy of the Awards Program
- Review and learn the Bronze Quality Award Criteria
- Develop the framework of a Quality Award Application
**Instructors**

**Urvi Patel, MPH, Senior Manager, Quality Improvement, AHCA, Washington, District of Columbia**

Urvi Patel is the Senior Quality Improvement Manager for the American Health Care Association (AHCA). In her role at AHCA, she oversees the Bronze Quality Award, the first step in a progressive 3-step criteria-based program that recognizes members for their improvements in quality. Urvi also serves as the association's liaison to the National Quality Forum and has recently managed the endorsement of the PointRight® Pro-30™ readmission measure. In the past two years, she has authored the annual AHCA Quality Report and has recently become the staff liaison for the workforce committee. Urvi received a Masters of Public Health from the University of Michigan.

**James Krob, L.N.H.A.**

James has been in Long term care for almost 30 years with almost 25 of those years as a nursing home administrator. James' undergraduate degree is in psychology and while obtaining his Master's Degree in Business Administration from Ashford University, James studied many courses in Quality Improvement practices which encompassed all sectors of business including healthcare. James has been part of the ACHA quality awards for many years with several different companies. James has written and won two bronze awards and a silver award. James started with the ACHA quality award program as a Senior Examiner, reviewing Silver Awards and providing feedback to allow the applicants an opportunity to continue to grow in their quality journey. Over the last two years, James has been a Master Examiner reviewing gold level award applications, providing feedback and site visit reviews.

**Eric Kivisto**

Eric is the Director of Policy with the NC Health Care Facilities Association. Eric's responsibilities include working with policy makers to develop a more sensible long term care system for our state. He also assists with coordinating the various projects associated with our Journey to National Best initiative including developing the "Journey to National Best" Web site that provides members with information, resources, visuals and direction to access various programs. Eric assists district committees to identify opportunities and target initiatives and projects to continue LTC enhancement in NC. Eric is the staff liaison for Advancing Excellence national quality initiative. Eric also serves on the NC Culture Change Coalition and the AHCA Quality Improvement Committee.

*You must notify NCHCFA in writing within 48 hours of the seminar to be eligible for a refund. Charges will still apply if a registrant fails to attend or cancels less than 48 hours in advance. An alternate may be sent. NCHCFA reserves the right to cancel the program if insufficient enrollment occurs. You will be notified prior to the seminar date and full refund will be issued.*
Registration
Deadline to Register is November 27, 2015

Facility: ____________________________

Address: ____________________________

City/State/Zip: ____________________________

Phone: _______________ Fax: _______________

E-mail: ____________________________

Confirmations will be e-mailed to this address

Please list below the names of all persons registering, and their Administrator license number if applicable:

Name: ____________________________ Admin #: ____________________________

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