New Applicants- Silver Award Level

Successful applications take time to write and finalize. If you are new to the National Quality Award Program, take the following recommended steps to help you start and stay on track. All resources are available on the [National Quality Award website.](#)

Key Dates

- May 9, 2022- Application launch
- September 15, 2022 - Portal launch
- November 15, 2022 - ITA deadline
- January 26, 2023 - Application deadline
- Summer 2023- Silver notifications

PRE-APPLICATION

STEP 1

POTENTIAL RESOURCES

➢ **Baldridge Core Values**
- **Creating an effective systematic process.**
- **Learning**
- **ADLI**
- **ITLeC**

JUNE

STEP 2

➢ **The Quality Award program is only open to AHCA/NCAL members. If your center is not currently a member, click here to get more information on becoming a member.**
➢ **Learn about the benefits of applying to the program and review Fast Facts.**

STEP 3

JULY

➢ **Complete the Silver Self-Assessment. This will help you determine if your center is ready to submit a Silver application. If your center is not ready yet, continue to work on addressing the opportunities for improvement from your previous application(s).**
➢ **Start thinking about the results that are important to your organization and how you will report them in your application.**
➢ **Create your application writing team (leadership team, others on staff) and signup everyone in ahcancalED to access short videos that will help you understand the criteria questions. Note, the login credentials for ahcancalED as the same as those for the Quality Award Website but different from the Quality Award Portal.**
➢ **Get your application writing team connected to your facility in LTC Trend Tracker.**
➢ **Register for the AHCA/NCAL Annual Convention and plan on attending Quality Award education sessions as well as the Quality Award Ceremony and Celebration.**
➢ **Check with your local state affiliate to see if they will be offering a Bronze Quality Award workshop. If yes, register.**

STEP 4

AUGUST

➢ **Download the application packet.**
➢ **Have your application writing team review the Silver Criteria on ahcancalED.**
➢ **Determine an application writing plan with your team. The writing plan is based on team working one to two categories a month.**

APPLICATION

SEPTEMBER

STEP 5

➢ Complete your responses to the Organizational Profile and Category 1 (and get your Category 1 results together!).

➢ Consider having one member of your team become an **Examiner.**

OCTOBER

STEP 6

➢ Complete your responses to Category 2 and Category 3 (and get your Category 2 & 3 results together!)

➢ Attend the **AHCA/NCAL Annual Convention.**

NOVEMBER

STEP 7

➢ Complete your responses to Category 4 and Category 5 (and get your Category 4 & 5 results together.

➢ Submit the Intent to Apply. Review the Quality Award Intent to Apply emails sent by Quality Award staff.

DECEMBER

STEP 8

➢ Complete your responses to Category 6 (and get your Category 6 results together!).

➢ Complete your responses to Category 7 by compiling all the results you have gathered for each Category.

➢ Review the Quality Award Intent to Apply emails sent by Quality Award staff.

POST-APPLICATION

STEP 9

JANUARY

➢ Read through your draft application one last time. Finalize and submit your application and payment in the **Quality Award Portal** before the deadline.

STEP 10

FINAL

FEBRUARY

➢ Congratulate your team on completing the Silver application and discuss any opportunities for improvement you identified while completing the application.

➢ After you submit your Silver application, consider discussing the contents of it at an all-staff meeting.

JUNE

➢ Review your Silver feedback report.

   - If you received the award, plan promotional activities, and determine next steps to continue your Quality Award Journey.

   - If you were not recommended for an award, review your feedback report to understand where you did not meet the criteria. Develop plans to resubmit a Bronze application.

Additional Resources
- 2022 Silver Application FAQs
- Sample Silver Application
- Potential Assisted Living Data Sources
- Sample Silver Assisted Living Category 7 Results
- Quality Award Comparative Data in LTC Trend Tracker
- Baldrige Core Values
- Baldrige Key Terms

The Quality Award team is here to help. If you need assistance with any of the steps noted, please contact us at **qualityaward@ahca.org**.