



# AHCA/NCAL National Quality Award Bronze Workshop

October 23, 2018  
Mass Senior Care Office, Waltham  
8:30 am – 4:30 pm



## Details

### AHCA/NCAL National Quality Award Bronze Workshop

#### Date/Time:

Tuesday, October 23, 2018  
8:30 am – 4:30 pm  
(Registration begins at 8:00 am)

#### Location:

Mass Senior Care Association Office  
800 South Street, Suite 280  
Waltham, MA 02453

**Member Cost:** \$50 per person

**Bring Your QUALITY  
IMPROVEMENT Team!**

## Faculty:

**Ralph Peterson**, Chief Executive officer, Ralph Peterson Consulting, owns and operates a management consulting company that specializes in management development in long-term care. He is an author, columnist and professional speaker as well as a Senior Examiner for the American Health Care Association Quality Award Program.

**Sandy Sarza**, Administrator, Sarah S. Brayton Nursing Care Center, with over 35 years of experience in long term care. Sandy has served as a Senior Examiner Team Leader for the American Health Care Association Quality Award Program for nine years. She has successfully guided four of her facilities through the quality journey and has achieved four Silver Level Quality awards.

**\*Survey Requirements:** Skilled nursing care centers that have been cited for a regulatory deficiency at the Immediate Jeopardy or Substandard Quality of Care level on any Medicare/Medicaid certification survey in their most recent survey cycle (Cycle 1) publicly reported on Nursing Home Compare. For more details, please visit [www.ahcancal.org/qualityaward](http://www.ahcancal.org/qualityaward), 2019 Bronze Quality Award Application.

## Summary

### 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 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. Participants will respond to all 21 Criteria of the 2019 Bronze Award. Using case study, lecture, videos, sharing and feedback, participants will work on completing a Bronze application for their facility during the workshop.

### In this session, participants will:

- Gain knowledge of the AHCA/NCAL Bronze National Quality Award Application Process
- Understand the technical requirements of the application process and re-certification policy of the Awards Program
- Review and learn the Bronze Quality Award Criteria
- Develop the framework of a Quality Award Application
- Produce a complete or near complete Bronze Application

**REGISTRATION:**

Name Title Email Address (required)

Facility: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

**ADDITIONAL ATTENDEES:**

Name Title Email Address (required)

**PAYMENT:**

Credit Card:  MasterCard  Visa  AMEX

Account Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

CID Code: \_\_\_\_\_ Name on Card: \_\_\_\_\_

Billing Address (if different than above): \_\_\_\_\_

Please make checks payable to & mail to:

**Massachusetts Senior Care Association**

800 South Street, Suite 280

Waltham, MA 02453

Telephone: 617-558-0202 Fax: 617-558-3546

Amount Paid: \$ \_\_\_\_\_

**\*Registration Fee must be paid by the day of the seminar; registrations not canceled within 24 hours prior will be billed the full seminar price.**

**Fee**  
**\$50 per person**      **This Workshop is open to AHCA/NCAL Members Only.**  
\*Additional information on items to bring to the program will be sent upon receipt of registration.

**CEUs: 7.5** - The Massachusetts Senior Care Association has qualified for “deemed status #NH-09015-007” from the Board of Registration of Nursing Home Administrators for **Administrators**. This program also meets continuing education requirements for **Nurses** in Massachusetts. *All will receive certificate of attendance.*

**Directions**  
**Massachusetts Senior Care Association**  
**800 South Street, Suite 280 | Waltham, MA 02453**  
**Telephone: (617) 558-0202**  
Directions available at: <http://www.maseniorcare.org/Directions>

**Parking: Use the upper level of the parking garage to the left of the building only. Take a left in the garage to access the upper levels. There are ample handicapped parking spaces located directly in front of the building’s main entrance. Please do not park in marked reserved spaces.**