

AHCA Silver (Step II) Quality Award Worksheet

Download the Silver Scoring Sheet from the AHCA Website. Note the 3 highlighted criteria equal 57.5% of the total score. Be sure and devote much of your efforts to these three categories.

Download the Baldrige scoring guidelines and look at the differences between the lower percentages and the higher percentages in each category. Reflect increasing levels of maturity and increasing expectations.

- Process relates to **A**pproach, **D**eployment, **L**earning, **I**ntegration
- Results relate to **L**evel, **T**rends, **C**omparisons, **L**inkage

Scoring Criteria

Criteria Number	Point Value	% of total score
2.0 Organizational profile	25	2.5%
2.1 Visionary Leadership, Social Responsibility and Community Health	180	18%
2.2 Focus on the Future	50	5%
2.3 Customer Focused Excellence	110	11%
2.4 Management by Fact	90	9%
2.5 Workforce Engagement and Organizational/Personal Learning	75	7.5%
2.6 Valuing Staff Partners	75	7.5%
2.7 Systems Perspective, managing for Innovation and Agility	175	17.5%
2.8 Focus on Results and Creating Value	220	22%

Key Organizational Performance Measures (see glossary for categories)
Make sure you carry these throughout the application.

Comments - As an applicant who has submitted a prior application for the Silver (Step II), I advise you to:

1. Read the application thoroughly
2. Study the glossary so that you can understand exactly what the questions mean
3. Develop a work sheet page for each question; write down key words and phrases for each section (i.e. 2.1.a.). Write your glossary as you go, rather than waiting until the end.
4. Meet with your team to brainstorm ideas to answer each question. Have a glossary person keep you on track with definitions.
5. Once you determine your key performance measures, clinical outcome results (2.8.a), etc. designate the person(s) who will collect data and have them turn it in to you as soon as possible. This will insure the consistency that is required. Any question that requires data needs (a minimum of 3 years) to be gathered and graphed (if necessary) quickly to keep you from making mistakes and pulling your hair out at the deadline.
6. Determine if you want to write in 1st or 3rd person
7. You must write from an “ADLI” perspective:
 - **A**pproach – the methods you use to address the AHCA criteria requirements. Show that they are appropriate and effective and repeatable (systematic).
 - **D**eployment – The breadth, depth and consistency of application of the approach across departments and work units.
 - **L**earning – Organizational learning is achieved by research and development, evaluation and improvement cycles, workforce and stakeholder input, best practice sharing and benchmarking.
 - **I**ntegration – The harmonization of plans, processes, information, resource decisions, actions, results, and analyses to support key organization wide goals.
8. You want to show a complete system transformation to ensure success.
9. ADLI Example for question 2:2:

“The organization uses a 12-step planning process (Figure 2.2-1), led by senior leaders with input from all stakeholders including residents, families, employees, key partners and selected community leaders, as appropriate. Input is accomplished through focus group sessions.” (This shows both **A and D**).

“This process has evolved over the last five years as a result of AHCA based feedback, and benchmarking with other best practice organizations. One key lesson was the addition of an environmental scan which helps us address the needs of our changing market. (**L**). All information learned from the strategic planning process is shared to our Key Process Improvement team for integration into resident care and operational processes, as appropriate (**I**).”

10. Read the Baldrige core values associated with the item you are addressing before you begin writing.

11. Benchmark – you may want to read some Baldrige applications on line:

www.quality.nist.gov/

- go to “BNQP Community”
- go to “Award Recipients”
- be aware that the applications you are looking at will not have used the same criteria as you are using.

12. Results 2.8 are normally 5-7 pages

13. Categories 2.1 – 2.7 are normally 8-10 pages

14. Organizational profile is 3 pages or less.

15. Make sure you read the rules

16. Agree on Key Factors in the organizational profile ahead of time so the team can be focused on addressing them in the application

- Mission
- Vision
- Stakeholders
- Strategic challenges

17. Scoring system:

- Levels – meaningful scale
- Trends – appropriate time period
- Comparisons – appropriate, similar, benchmarks
- Integration – measures identified in your Organizational Profile and Process Items; harmonized to support goals

Each question must stand on it's own. You can not assume that because you present an idea in one question, the examiner will remember it for the next question.