

Advancing Quality Reaching For The Stars

- How Did You do it? Best Practices and Lessons Learned from Achieving a Silver Quality Award for Customers



The second step in the National Quality Award Program is the Silver – Achievement in Quality Award. A requirement of the program is to receive a [Bronze – Commitment to Quality](#) Award before applying at the Silver level.

At this level, applicants continue to learn and develop effective approaches that help improve performance and health care outcomes. The Silver guidelines are based on the [Baldrige Health Care Criteria for Performance Excellence](#). In addition to the Organizational Profile, applicants provide a thorough assessment of their systematic approaches and the deployment of these approaches. The Silver program provides a clear pathway for recipients moving to the [Gold – Excellence in Quality Award](#).



Criteria for Performance Excellence

- There are 7 criteria for Performance Excellence: Leadership, Strategy, Customers, Processes, Measurement-Analysis-Knowledge Management, Workforce, Operations and Results
- We will be focusing on the first three during the breakout sessions: Leadership, Strategy and Customers.
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National Quality Award Program - Customer

3.1 Basic

- How information is obtained from patients/residents
- How information is obtained from customers

Overall

- Listening to customers to obtain actionable information
- Interacting with customers to obtain actionable information
- Determine customer satisfaction, dissatisfaction, engagement

3.2 Basic

- Engage customers by serving needs
- Engage customers by building and managing relationships

Overall

- Determine health care service offerings
- Enable customers to seek information and support
- Manage customer complaints



Share Your Quality Story

- Kerri Zwolak – Executive Director
 - *Sunrise of Abington (Formerly of Sunrise of Dresher)*
- CJ Jennings – Senior Executive Director
 - *East Region (Formerly Sunrise of Presque Isle)*
- Eve Calvano – Administrator
 - *Wilmac Attleboro*



Ways to Change the Narrative

- How did you recognize the importance in the Customer?
- Who was involved?
- System or Process changes implemented/integrated?
- How did you gain engagement (staff, resident, family)?



Quick Tips/Tools

- Any specific Tools utilized?
- How did you track it?
- Any suggestions for best practices?
- Tips for application process?



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Barriers/Challenges

- What roadblocks arose?
- Challenges?



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Final Thoughts

- How to maintain best practice?
- Continue engagement and excellence?
- Achieve optimal performance and outcomes?
- Achieve Gold?



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Questions

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