

Advancing Quality Reaching For The Stars

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



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 - Leadership

1.1 Basic

- How Senior Leaders (SL) Lead

Overall

- SL deploy vision and values through leadership system
- SL communicate with workforce
- SL communicate with key customers
- SL engage the workforce
- SL engage key customers
- SL create an environment for success

1.2 Basic

- Govern the organization
- Fulfill societal responsibilities

Overall

- Evaluate performance of senior leaders
- Ensure ethical behavior in all interactions
- Actively support key communities



Share Your Quality Story

- Sadie Williams – RN, NHA
 - *Quality of Life Services Mercer*
- Eve Calvano – Administrator
 - *Wilmac Attleboro*



Ways to Change the Narrative

- How did you recognize the importance in Leadership?
- 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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