Keep the Flywheel Turning
It’s Time to Go for the Gold

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Responding to Process Criteria Requirements

**How?**

- Approach
- Deployment
- Learning
- Integration

**Approach**

- Systematic
- Appropriate
- Effective

**Deployment**

- Work Units
- Facilities
- Locations
- Leadership
- Management
- Supervision
- Front line employee

**Learning**

- Fact based evaluation and improvement cycle
- Benchmarking
- Sharing of ideas
- Analysis

Reference Pages 31, 63, 69

Reference Pages 31, 60, 69

Reference Pages 31, 59, 69

Reference Page iv

Reference Page 52
Integration

Plans
Processes
Measures
Resource Decisions
Results and Analysis

Levels

Numerical Information
Meaningful Scale

Trends

Direction and rate of change
Minimum of 3 data points
Time period

Comparisons

Comparisons
Competitive data
Benchmarks

Responding to Results Items

Levels
Trends
Comparisons
Integration
**Integration**

Areas of importance
Valid indicators of future performance
Harmonized across processes and work units

Reference Pages 32, 69

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How to Develop the Gold Award Application

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How to Use the Feedback from the Examination Process

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Keep the Flywheel Turning: It’s Time for Step III To Go for the Gold

How To Use Examiner Feedback

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Reference Page 70
Keep the Flywheel Turning: It’s Time for Step III To Go for the Gold

What’s In Your Feedback?

- Possibly a summation statement
- Strengths
- OFI’s (Opportunities for Improvement)

How To Use Examiner Feedback

You Asked For It,
You Paid For It,
Why Not Use It!

Keep the Flywheel Turning: It’s Time for Step III To Go for the Gold

- You Know Your Organization!
- The Examiners Do Not!!
  - We Can Only Use Our Best Understanding
- Your feedback may contain information that looks wrong, your feedback may contain information that is wrong!
  
Although we strive for “perfection,” we do not achieve it in every comment. If Examiners have missed...

Celebrate and Build Upon Your Strengths

- Your Strengths Are Where You Have The Fastest Path to World Class Performance & Competitive Advantage
- Share Your Strengths Across Your Organization
  - They Are a Strong Foundation For Organizational Learning

Keep the Flywheel Turning: It’s Time for Step III To Go for the Gold

- Use Feedback In Your Strategic Planning.
- Prioritize Your Opportunities For Improvement – You Can’t Do Everything At Once
- Share Your Strengths Across Your Organization
  - They Are a Strong Foundation For Organizational Learning
“What” is not “How”

How

The term “how” refers to the systems and processes that an organization uses to accomplish its mission requirements.

Feedback Is Not:

- Comprehensive or Prescriptive

Your feedback likely will not cover all criteria, and some areas may be more comprehensive than others. Use the ideas and themes of your feedback to help your entire application.

We work in LTC, too!

(a blessing or a curse?)

- We want you to be a better organization!
- We want you to have a better application!
- We want you to receive an award!

Going for the Gold

So what do I have to do now?
Preparing the Application

2009-2010 Health Care Criteria For Performance Excellence

- Read the AHCA Gold Award Instructions
- Read the current Baldrige criteria
- Understand the criteria –read the glossary and Notes
- Answer the criteria

When should I begin putting it all together?

- Earn the Silver and use the Silver
- 1-2 year process for most applicants
- Quality as a way of life – not just an application process
- Complete the application 1-3 months in advance of the submission date
Gold Applicant’s Tasks

- Develop a clear and concise Organizational Profile
- Provide clear, concise and complete answers to the approach-deployment-learning and integration process questions
- Provide a history of positive results over several years in clinical, people and business outcomes
- Do not allow the application to divert your focus from your business!

Building the Team

- Application Manager
- Project Planner
- Category Leaders
- Document/data gatherers
- Results gatherers
- Writers
- Editors
- Graphics/Computer specialists

Helpful Tips

- Refer to the scoring guidelines for language
- Refer to the scoring guidelines for ADLI check
- Refer to the scoring guidelines to gauge your breadth and maturity

Writing the Application

- Single Writer Approach
  - One voice
  - Consistency and clear linkages
  - Reduces gaps and redundancies
  - The application becomes the writer’s life

Helpful Tips

- Consider a draft with each criterion in red above each answer
- Keep all drafts and save them Safely
- Consider a “war room” with a wall of categories
- Understand the core value associated with each item
- Go to www.quality.nist.gov/ and read applications on line
Helpful Tips

- Write your own internal feedback as you go – consider this an assessment process
- Everything counts: grammar, style, prose, consistent voice, format, etc.
- Celebrate along the way!
- Employ multiple reviewers and critics
- Maintain your Sanity!
- Submit the application (On Time!)