



BRONZE

Commitment to Quality

NMHCA/NMCAL are proud to host the AHCA/NCAL Bronze Quality Award Workshop on

November 15, 2018
9:00am – 4:00 pm
NMHCA Education Center
4600A Montgomery Blvd. NE
Suite 205
Albuquerque, NM 87111

Registration Fees:

\$100 for first participant
\$50 for second participant

It is recommended each facility send two participants but registration is also limited to two per facility due to space constraints.

TARGET AUDIENCE:

NMHCA/NMCAL Member Facilities: skilled nursing care centers (SNCC), intermediate care facilities for individuals with intellectual disabilities (ICF/IID) and assisted living (AL) providers.

Please download the appropriate application for requirements.

WORKSHOP OBJECTIVES:

- 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 National Quality Award Criteria
- Develop the framework of a Quality Award Application

WHAT YOU NEED TO BRING:

Please note: All these items are necessary for completing your application.

- A copy of your Mission Statement (and your Vision Statement, if you have one)
- A list of your major employee groups, with number of desired employees for each group and any descriptions of minimum education levels for these groups that you have
- Summaries of resident, family, and other satisfaction surveys that you have conducted in the past year
- An organizational chart of your parent company
- A basic geographical description of your local market area
- The names of the data sources that you currently use to access comparative and competitive data
- The steps in your process to fix problems or make improvements
- One thing you have improved or fixed using the steps above. Include any numerical measure of the improvement.

SNF/ICF: this should be clinical in nature.

AL: identify a second improvement or fix using the steps you listed, and a numerical measure of the improvement

The intent to apply is due November 8, 2018.

AHCA/NCAL encourages facilities to complete an intent to apply.

There is a \$75 fee due with the intent to apply. Applications are due January 31, 2018. The fee if you submit an intent to apply is \$425. If you do not submit an intent to apply, the fee is \$700.

Visit the AHCA/NCAL website to file your intent and for more information:

https://www.ahcancal.org/quality_improvement/quality_award/Pages/default.aspx

Nicolette Merino



Nicolette Merino has been actively involved in the Assisted Living profession since 1995. She has worked in numerous capacities starting as a Business Office Manager, Executive Director, Regional Director, and an Owner/Operator. She is currently the VP of Operations with Avamere Health Services in Wilsonville, Oregon. In her current capacity, she oversees all operations of the independent, assisted living, and memory care residences in the Avamere portfolio.

She was a member of the Executive Board of Directors for the National Center for Assisted Living for over eight years and was the Assisted Living Chair for the Oregon Health Care Association. She currently serves on numerous committees with the Oregon Health Care Association and as a member of the LTC Governor's Board in Oregon. She also serves on the Board of Overseers for the AHCA/NCAL Award program.

She has a Bachelor's degree in Health Promotion from Brigham Young University and a Master's degree in Health Care Policy from Rutgers University.

Her focus is on integrating quality care and customer satisfaction while maintaining a strong dedicated workforce. Another focus is on advancing quality within the CBC properties at Avamere Health Services. Under her leadership, all of Avamere's CBC properties have received the AHCA/NCAL Bronze Quality Award and five of the properties have received the AHCA/NCAL Silver Quality Award.

Bronze Quality Award Workshop Registration Form

To register, you may fax this form to 505-880-1157, email this form to nmhca@nmhca.org, or mail this form to 4600A Montgomery Blvd NE, Ste. 205, Albuquerque, NM 87109.

Fees: \$100 for first participant and \$50 for second participant. Limit of two (2) attendees per facility. If you wish to register additional staff, please contact the association the week prior to the workshop for space availability.

Facility: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Participant 1 of 2:

Name: _____ Title: _____

Email: _____

Participant 2 of 2:

Name: _____ Title: _____

Email: _____

Payment Information

Check One: ☐ Check/Money Order made payable to NMHCA ☐ Invoice (members in good standing only)

Credit Card Payments must be made online at www.nmhca.org/payments.