



Benefits To Learning About Baldrige and the Applications To Quality of Care

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INTRODUCTION

The ACHA/NCAL Quality Award recognizes U.S. organizations for performance excellence in post-acute and long-term care. The award includes 3 levels: gold, silver, and bronze. Students entering the health care field are taught about the relevance of credentialing but are often unaware of specific accreditation opportunities in health care such as the AHCA/NCAL Quality Award.

Within the Health Care Administration program at University of Wisconsin- Eau Claire, the Baldrige Criteria is taught in class and built into a high impact practice where students collaborate with AHCA/NCAL scoring teams to review applications for the AHCA/ Quality Award.

RATIONALE

This project aims to assess the benefits of including content focused on the Baldrige Criteria in a health care class.

METHODOLOGY

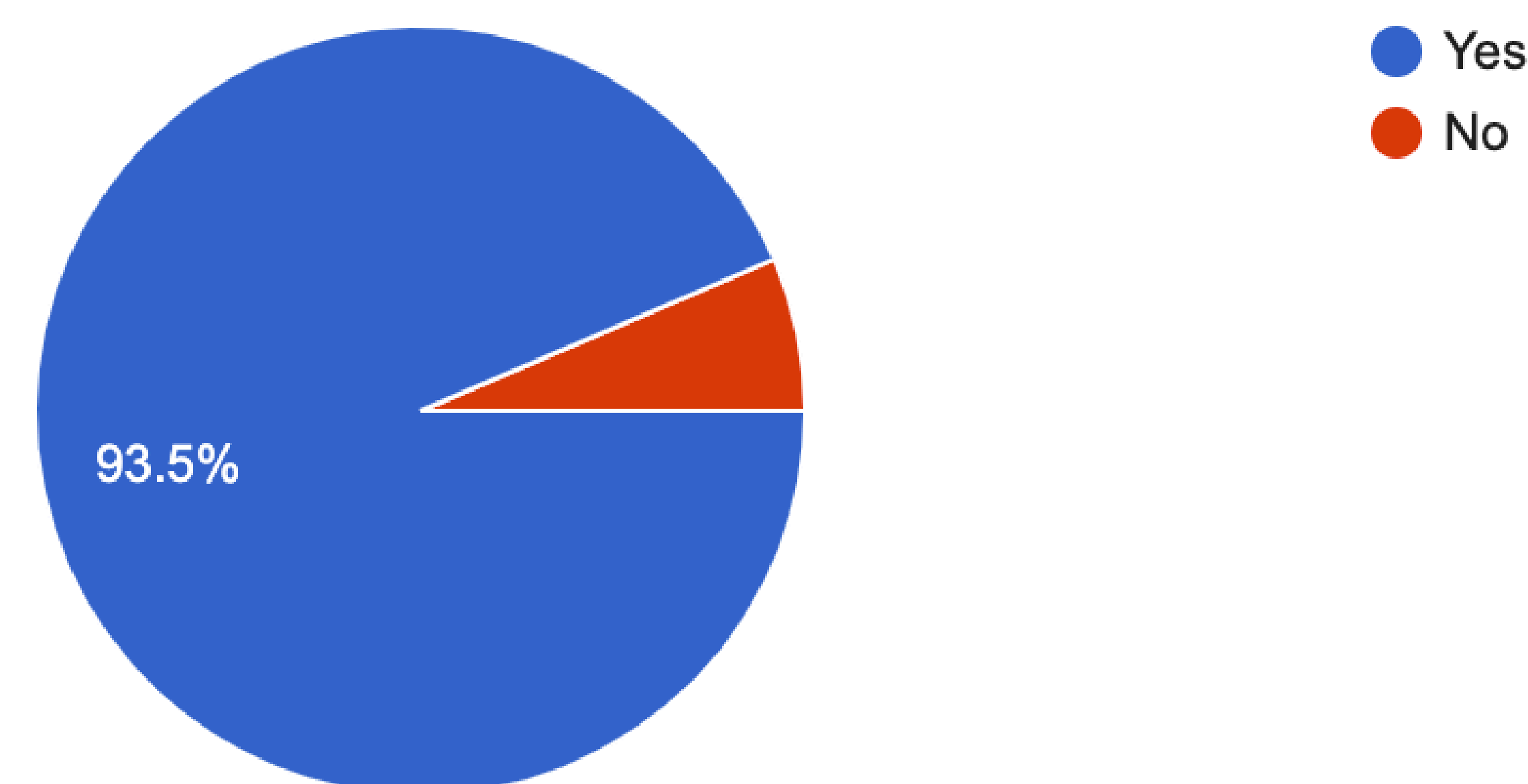
Following training by Cathy Bergland, an ACHA/NCAL quality award trainer on how to review Baldrige award applications, in a health care administration course that is required for juniors in enrolled in the program, students completed a month-long project interacting with a sample application. Surveys were administered to students in enrolled in the Quality Management class to gauge the success of the education specific to the Baldrige accreditation.

STUDENT SURVEYS

Surveys were administered to students enrolled in the Fall 2022 HCAD 301 course.

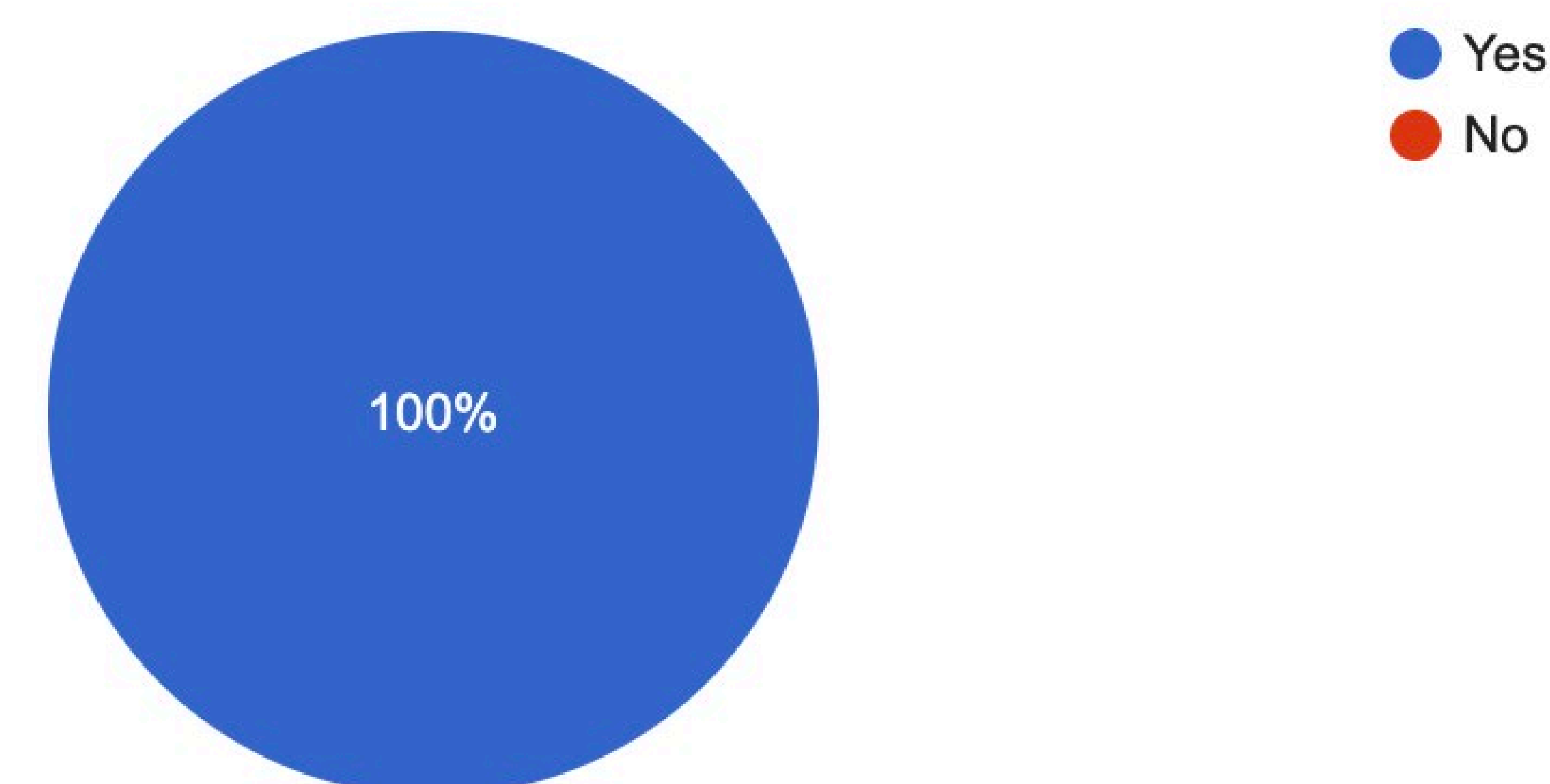
- Response rate: 84%
- Responses to the questions were compiled into the graphs that follow.
- In addition, in the Summer of 2022, previous Quality Award student examiners were asked to share their experiences via short testimonials.

WHEN ASKED “DO YOU THINK THE EXPERIENCE FROM THE BALDRIGE PROJECT IN CLASS WILL HELP YOU DURING YOUR ADMINISTRATIVE RESIDENCY?”



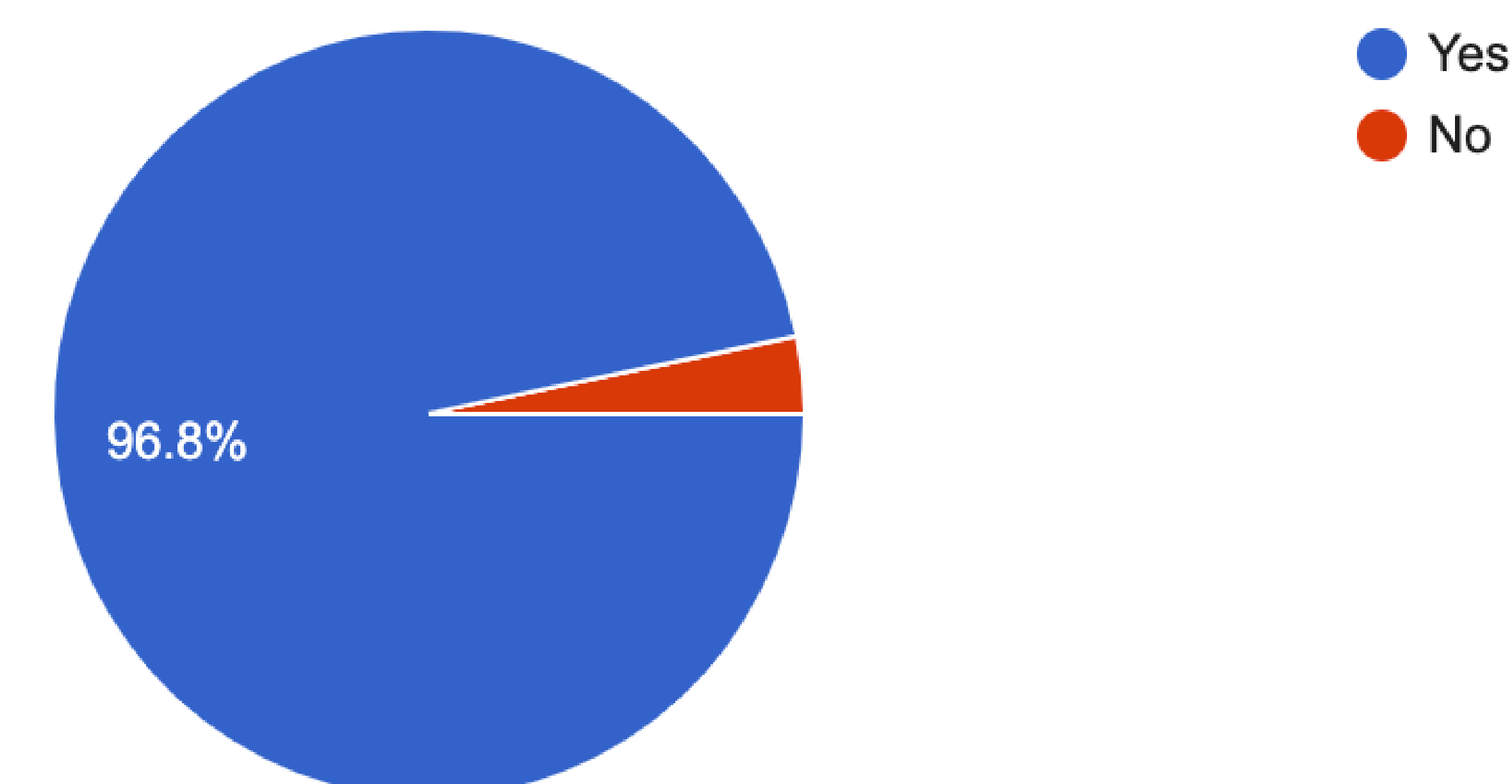
93.5% OF STUDENTS ANSWERED YES

WHEN ASKED “DO YOU THINK THE EXPERIENCE FROM THE BALDRIGE PROJECT WILL HELP YOU IN YOUR FUTURE CAREER?”



100% of students answered yes

WHEN ASKED “DID YOU LEARN THE REQUIREMENTS FOR A FACILITY TO APPLY FOR A BALDRIGE AWARD (GOLD, SILVER OR BRONZE)?”



96.8% of students answered yes

QUOTES FROM PAST STUDENTS

“If it hadn't been for the learning experience that I had during my time as a UWEC HCAD student who was afforded the opportunity to be a part of the Quality Award training, my experiences in applying for the Silver award would have been blurry. Using what I had learned during my training, it made applying for Silver a lot clearer.”

-Aeysha Paskert , 2022 HCAD graduate, 2021 student examiner

“If I did not do the Silver Examiner in college, I would likely NOT be interested in submitting an application for my facility/company”

-Jenna Butterfield, 2021 HCAD graduate, 2020 student examiner

RESULTS

A further understanding of the Baldrige criteria has shown to have many benefits for health care administration students in preparing for residency/internships as well as future career of health care students.

In addition, qualitative examples via quotes provide insight into the benefits of Quality Award silver examiner team provides to their careers.

CONCLUSION

The results of this research show that training and collaboration opportunities with ACHA/NCAL and the Quality Award program with college campuses provides a great learning opportunity and valuable career skills to the students who participate.

The benefits of this project will allow UWEC HCAD staff to continue to improve their strategies to educate students on the quality of care and its importance, in addition to serving as a best practice for other programs.