

# BRONZE AWARD WORKSHOP SERIES



November 4 & 13  
2:00 - 4:00 pm



## DISCUSSIONS

### SESSION 1

Understanding the Baldrige framework.  
Describing the quality award process.  
Review of the organizational profile.

### SESSION 2

Review of the organizational profile.  
Results and feedback.

If your organization has thought about participating in the AHCA/NCAL National Quality Award program, this is your opportunity to complete the Bronze Award application from beginning to end with coaching support along the way from our expert facilitator.

This workshop is about more than an award; besides gaining a better understanding of what examiners are looking for and how to use the award criteria as an improvement tool, you will learn how to use the award process to focus, align, and accelerate your performance excellence efforts - becoming a high-performing organization.

**REGISTER TODAY**  
email: [scallahan@vhca.net](mailto:scallahan@vhca.net)

# BRONZE AWARD Workshop Series

November 4 & 13, 2025

2:00—4:00 pm

January 7, 2026

2:00—3:00 optional office hours



## Virtual: Bronze Quality Award Workshop Series

If your organization has thought about participating in the AHCA/NCAL National Quality Award program, this is your opportunity to complete the Bronze Award application from beginning to end with coaching support along the way from our expert facilitators.

This workshop is about more than an award; besides gaining a better understanding of what examiners are looking for and how to use the award criteria as an improvement tool, you will learn how to use the award process to focus, align, and accelerate your performance excellence efforts – becoming a high-performing organization.

**Contact Hours:** 4 VHCA CEUs

### Learner Objectives:

1. Understand the AHCA/NCAL Bronze Quality Award process.
2. Gain an understanding of the value of participating in the Quality Award process.
3. Go “behind the scenes” of the assessment process and why this is important – beyond an award application.
4. Understand the technical requirements and policies of the Bronze Quality Award process.
5. Understand how quality improvement activities build a culture of continuous improvement and high-performance work teams.
6. Write the draft of your organization’s Bronze Quality Award application.

**For more information and eligibility see the next page.**

**Cost:** \$150.00 (for two people from the same facility—VHCA Member)  
\$ 50.00 (for each additional person from the same facility—VHCA Member)

*No refund for cancellations received after 10/29/2025. CEUs will only be issued after full payment has been received.*

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### REGISTRATION FORM

#### BRONZE AWARD Workshop—November 2025

Facility Name: \_\_\_\_\_

Name(s) \_\_\_\_\_

Payment of \$ \_\_\_\_\_ is enclosed

Email REGISTRATION FORM TO:

Email: [scallahan@vhca.net](mailto:scallahan@vhca.net) 802-229-5700

VHCA, PO Box 397, South Barre, VT 05670

**Important Information:**

- Registration is limited to AHCA/NCAL members
- Registration is non-refundable, however substitutions are allowed up to 48 hours before the program
- Participation in this workshop does NOT guarantee award/renewal receipt by AHCA/NCAL
- Registration for a facility includes up to 2 participants. If you would like to request additional participants, please contact VHCA directly

**Eligibility:**

- Providers who are or will be members in good standing with AHCA or NCAL at the time of application are eligible to apply. Those who are members in good standing at the time of award notification are eligible to receive the award and the associated feedback report.
- Skilled nursing facilities, assisted living communities, campus settings.
- Campus settings with multiple levels of services may elect to apply for the entire campus as one or may elect to apply independently for each level of service.
- Skilled nursing facilities must have completed at least one Medicare/Medicaid survey.
- Providers who are not members in good standing with AHCA or NCAL at the time of application are not eligible to apply. Those who are not members in good standing at the time of award notification are not eligible to receive the award and the associated feedback report.
- Skilled nursing facilities that have been cited for a regulatory deficiency at the Immediate Jeopardy level or Substandard of Care level in any survey during the past three calendar years.

**Facilitator:****Cathy Bergland**

Cathy Bergland has served at Presbyterian Homes & Services (based on Minnesota) since 1986 in various roles, most recently in the area of Leadership Development. She is also with CB Leadership Group, a consulting and training organization focusing on leadership development, intercultural competence, and performance excellence. Cathy received her undergraduate degree in Music Therapy from the University of Wisconsin-Eau Claire, her MBA from the University of St. Thomas, and is also a licensed Nursing Home Administrator. She has filled adjunct faculty positions with the University of Wisconsin-Eau Claire (Health Care Administration) and Bethel University (MBA Program). She is a Qualified Administrator (QA) for the Intercultural Development Inventory (IDI). She also has 15 years of experience with the Baldrige Performance Excellence Criteria.

Cathy currently sits on the AHCA/NCAL National Quality Award Board and also serves the program in roles of Judge, Trainer, and Independent Examiner.