

**Charlotte Hall Veterans Home
Bronze-24-38653
Recipient**

P.1.a.1

Criteria Requirement: The applicant describes the organization's main health care service offerings and the relative importance of each to the organizational success, including percentage of revenue/budget.

Criteria Met

P.1.a.2

Criteria Requirement: The applicant provides a mission/vision statement, and specific methods by which it is communicated across the organization.

Criteria Met

P.1.a.3

Criteria Requirement: The applicant provides key organizational performance measures.

Criteria Met

P.1.a.4

Criteria Requirement: For Administration, clinical, and support staff groups, a general description of key drivers of engagement for each of these three groups is provided. Key workforce changes are also provided.

Criteria Met

P.1.a.5

Criteria Requirement: The applicant describes the major equipment and technologies that the organization uses.

Criteria Met

P.1.a.6

Criteria Requirement: The applicant describes key applicable regulations, and accreditation, or certification requirements.

Criteria Met

P.1.a.7

Criteria Requirement: The applicant identifies core competencies and their relation to the vision/mission statement.

Criteria Met

P.1.b.1

Criteria Requirement: The applicant describes the organization's principal customer groups. The applicant describes residents' key requirements. The applicant describes the key requirements of all other customer groups identified. The applicant describes how the facility gained its understanding of these requirements for each group.

Criteria Met

P.1.b.2

Criteria Requirement: The applicant identifies key types of suppliers of goods and services to the facility and the key requirements of these suppliers.

Criteria Met

P.1.b.3

Criteria Requirement: Special business relationships, limitations, or special requirements with suppliers or partners are listed, or if none exist this is stated.

Criteria Met

P.1.b.4

Criteria Requirement: The applicant describes the facility's leadership structure and relationship to the parent organization, if any.

Criteria Met

P.2.a.1

Criteria Requirement: The applicant describes the facility's position within its local market. Numbers and types of local competitors are provided. The applicant describes what differentiates them from competitors.

Criteria Met

P.2.a.2

Criteria Requirement: The applicant describes any key changes that effect their competitive situation, or states that there are none.

Criteria Met

P.2.a.3

Criteria Requirement: Key sources of comparative data from inside and outside the assisted living profession are described.

Criteria Met

P.2.b.1

Criteria Requirement: The applicant describes one major strategic challenge and one major strategic advantage for the organization.

Criteria Met

P.2.b.2

Criteria Requirement: The applicant explains why it is important for the organization to address the challenge and advantage identified in P.2.b.1.

Criteria Met

P.2.c.1

Criteria Requirement: The applicant describes key elements of its performance improvement system, including the steps/approach generally used to improve performance outcomes.

Criteria Met

P.2.c.2

Criteria Requirement: Using the system in P.2.c.1, the applicant describes improvement across a clinical or non-clinical quality indicator. This description includes the specific changes by which improvement was gained. Data illustrating the gain is provided.

Criteria Met

P.2.c.3

Criteria Requirement: Using the system in P.2.c.1, the applicant describes improvement across a second clinical or non-clinical quality indicator. This description includes the specific changes by which improvement was gained. Data illustrating the gain is provided.

Criteria Met

Additional Examiner Comments

P.1.a.2: Facility's mission/vision statement is provided, along with how it is communicated to organization.
P.1.a.5: At least one major equipment and technology is identified.