

CARE PROVIDERS OF MINNESOTA PRESENTS



SILVER QUALITY AWARD WORKSHOP 2026

Facilitated by
Cathy Bergland, MBA, LNHA, Owner & Lead Consultant, CB Leadership Group

September 16-17, 2026 | 8:00 AM-4:30 PM | 14 CE's

The second step in the AHCA/NCAL National Quality Award Program is the **Silver—Achievement in Quality Award**.

Organizations have three years from receiving the Bronze Award to apply. At the Silver level, applicants build on their foundation by developing effective approaches that drive improved performance and better health care outcomes. Using the *Baldrige Excellence Framework*, the Silver criteria provide a comprehensive assessment of organizational effectiveness and offer tools to strengthen key processes.

This workshop goes beyond simply earning an award. You'll gain insight into what examiners look for, how to use the criteria as an improvement tool, and how to leverage the award process to **focus, align, and accelerate performance excellence—moving your organization closer to high-performing status**.

The AHCA/NCAL National Quality Awards Program is a progressive program that is based on the Baldrige Criteria for Performance Excellence. Participants move from the Bronze level, to Silver, and then ultimately to Gold. Attendees have been recognized at the Bronze and Silver levels and are now positioned to write a Gold application.

Participants will examine the requirements and draft initial framework of the AHCA/NCAL Silver National Quality Award Application for award or renewal period. Participants will leave the workshop with a better understanding of what is required for the Silver Quality Award process.

AT THE COMPLETION OF THIS TRAINING, PARTICIPANTS WILL BE ABLE TO:

1. Gain an understanding of the value of moving from Bronze recognition to Silver.
2. Understand the Silver technical requirements and criteria.
3. Develop a basic understanding of the scoring guidelines.
4. Learn the skills of how to describe approaches and processes in response to the criteria questions.
5. Understand how to effectively present results to manage the organization.
6. Take advantage of the opportunity to receive help with your specific application questions.

PREPARING FOR THE WORKSHOP

Download and have available the [2027 Silver Application packet](#) (AHCA/NCAL website).

Download and have available the [2027 Silver Quality Award roadmap](#) (AHCA/NCAL website)

Download the [Silver Award template](#) (AHCA/NCAL website).

Have your previous Silver application and feedback report (if applied in the past) available.

Bring your most recent Bronze answers if you have not applied for Silver before.

Be familiar with the Silver Criteria Series (AHCA/NCAL website); [watch as many modules as you can](#) prior to the workshop through **ahcancalED**

SILVER QUALITY AWARD WORKSHOP | September 16-17, 2026 | 8:00 AM-4:30 PM

7.0 hours of content each day | 14 CE's

3001 Metro Parkway, Suite 110, Bloomington, MN 55425



SILVER QUALITY AWARD WORKSHOP 2026

September 16-17, 2026 | 8:00 AM-4:30 PM

Agenda/Schedule

September 16, 2026

7:30 AM continental breakfast/check-in

8:00 AM–noon (with one 15-minute break)

- Introductions, Understanding the Baldrige framework
- The Quality Award Process, including technical requirements
- Organizational Profile (OP)
- Concepts of Importance, Trends, Levels, and Comparisons
- Category 7–details, sample results, and tips
- Brief teaching on scoring for Category 7

12:00-1:00 PM Lunch

1:00– 4:30 PM (with one 15-minute break)

- Concepts of Approach, Deployment, Learning, and Integration
- Understanding the details of the criteria and tips
- Category 1

September 17, 2026

7:30 AM continental breakfast/check-in

8:00 AM– noon with one 15-minute break

- Q&A
- Understanding the details of the criteria and tips
- Category 2; Category 3; Category 4

12:00-1:00 PM Lunch

1:00– 4:30 PM (with one 15-minute break)

- Category 5; Category 6
- Brief teaching on scoring for Categories 1-6
- Logistics, Technical Issues, and Ideas for Project Management



Cathy Bergland, MBA, LNHA, Owner & Lead Consultant, CB Leadership Group

Cathy is the lead consultant and trainer for the CB Leadership Group. The CB Leadership Group focuses in the areas of Leadership Development, Intercultural Competence, and Performance Excellence. She brings nearly

40 years of leadership experience having served in and with various organizations.

Cathy has more than 15 years of experience with the Performance Excellence Criteria (Baldrige Criteria). She serves as a Judge, Trainer, Examiner, and chair of the Board for the AHCA/NCAL Quality Award program and is certified through the Performance Excellence Network in Minnesota to perform organizational assessments and evaluate organizational performance.

DETAILS

Date: September 16-17, 2026

Where: **3001 Metro Parkway, Suite 110**

Bloomington, MN 55425

Time: 8:00 AM–4:30 PM (7:30 AM check-in & continental breakfast)

CEUs: 14 CEUs are possible to be earned for full 2-day participation.

Cost: \$400 for each site 1st registrant; \$100 for each additional attendee, per building

CANCELLATION/NO-SHOW POLICY

We understand that circumstances arise that may prevent you from attending/participating in the workshop after you have registered. If you cancel on or before **September 9, 2026**, we will gladly refund your registration fee and retain only \$50 per attendee for a cancellation fee. We are unable to offer any refund after September 9, 2026, for canceled registrations.

ACCOMMODATIONS/DIETARY RESTRICTIONS

If you have a condition that requires special accommodations and/or if you want a vegetarian meal or have other dietary restrictions (including gluten-free and food allergies), please contact Care Providers of Minnesota staff by **September 14, 2026**.

REGISTRATION:

Single attendee registration: careproviders.org/silver

You will receive an immediate confirmation upon successful registration. You can also call Peyton at 952-851-2494 or 800-462-0024 to register.

Multiple attendees registration: Call Peyton at 952-851-2494 or 800-462-0024 to receive the discounted rate for multiple attendees.

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