



Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

Baldrige in Louisiana

- **8 Louisiana applicants for the Baldrige Award (2005–2017)**
- **1 Louisiana award applicant in 2015 represents 1,538 jobs, 9 work locations, an estimated \$1.48 million in revenues/budgets, and roughly 86,000 customers served.**
- **2 Baldrige examiners from Louisiana volunteered over \$30,000 in services in 2017.**

Louisiana National Role Model

DynMcDermott Petroleum Operations Company, service, 2005

Success Story

DynMcDermott Petroleum Operations Company

From 1993 to 2014, DynMcDermott Petroleum Operations Company (now DM Petroleum Operations Company) operated and maintained the U.S. Strategic Petroleum Reserve (SPR), a cache of up to 700 million barrels of crude oil. The U.S. Department of Energy's (DOE) oil reserve was designed as "energy insurance" against disruptions to the availability of crude oil. With a budget for 2006 of \$113 million and just over 500 employees in Louisiana, Texas, and Mississippi, DM worked exclusively for the DOE. When Hurricane Katrina caused DM to relocate operations from New Orleans to Beaumont, Texas, the SPR began delivering oil within 5 days to refineries in the Gulf Coast region, which normally get oil from the Gulf of Mexico.

Highlights

- Longest-running management and operations contractor in the SPR's 30-year history
- Improvement in drawdown readiness from 95% to 99% or better over 3 years
- Improvement in overall customer satisfaction from 67% to 85% (on a 90% scale) over 6 years

Louisiana Quality Foundation

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The Louisiana Quality Foundation (www.louisianaquality.org) was formed in 1995 as a nonprofit to be a nurturing organization providing performance excellence opportunities to Louisiana organizations. It is a nonprofit corporation of volunteers from the business, government, education, manufacturing, and services sectors who administer the award process.

2009–2017 Louisiana Performance Excellence Award Recipients

DM Petroleum Operations (Performance Excellence Award)
Lafayette General Medical Center (Performance Excellence Award)
Our Lady of Lourdes Regional Medical Center (Performance Excellence Award)
St. Elizabeth Hospital (Performance Excellence Award)
Jefferson Louisiana Works Business and Career Solutions Center (Level 2)

Louisiana Organ Procurement Agency (Level 2)
Jefferson Parish Community Development Department (Level 1)
R&H Quality Refractory Services, Inc. (Level 1)
MMR Group, Incorporated (Level 1)
New Orleans Track Club (Level 1)
Ear, Nose, & Throat (Level 1)

AHCA/NCAL National Quality Award Recipients in Louisiana

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long-term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Ascension Oaks Nursing & Rehab. Center (Bronze, 2016)
Autumn Leaves Nursing & Rehab. Center, LLC (Silver, 2017; Bronze, 2016)
Baton Rouge Health Care Center (Bronze, 2015)
Bayou Vista Community Care Center (Bronze, 2015)
Bernice Nursing & Rehab. Center LLC (Bronze, 2017)
Camelot Brookside (Bronze, 2015)
Chateau Terrebonne Health Care (Bronze, 2017)
Columns Rehabilitation & Retirement Center (Bronze, 2017)
Cypress Point Nursing & Rehab. Center, LLC (Bronze, 2017)
Forest Haven Nursing & Rehab. Center, LLC (Silver, 2017; Bronze, 2016)
Garden Park Nursing & Rehab., LLC (Silver, 2017; Bronze, 2016)
Gonzales Healthcare Center (Bronze, 2016)
Greenbriar Nursing & Convalescent Home (Bronze, 2017)
Guest House of Slidell (Bronze, 2017)
Harmony House Nursing & Rehab. Center (Bronze, 2016)
Heritage Healthcare of Hammond (Bronze, 2017)
Hilltop Nursing & Rehab. Center, LLC (Silver, 2017; Bronze, 2016)
Jefferson Manor Nursing & Rehab. Center (Bronze, 2016)
Jo Ellen Smith Care Center (Bronze, 2017)
Kaplan Healthcare Center (Silver, 2015)
Lacombe Nursing & Rehab. (Bronze, 2017)
Landmark Nursing & Rehab. Center (Bronze, 2016)
Magnolia Estates (Bronze, 2016)

Magnolia Manor Nursing & Rehab. Center (Bronze, 2016)
Maison Jardin (Bronze, 2016)
Naomi Heights Nursing & Rehab. Center (Bronze, 2016)
New Iberia Manor North (Silver, 2017)
New Iberia Manor South (Silver, 2015)
Oak Haven Community Care Center (Bronze, 2015)
Old Jefferson Community Care Center (Bronze, 2015)
Patterson Healthcare Center (Bronze, 2016)
Plantation Manor Nursing & Rehab. Center (Silver, 2017; Bronze, 2016)
Plantation Oaks Nursing & Rehab. Center (Bronze, 2016)
Rayne Guest House (Bronze, 2017)
Resthaven Nursing & Rehab. Center (Bronze, 2016)
Ridgecrest Rehab. & Retirement Center (Bronze, 2017)
Ringgold Nursing & Rehab. Center (Bronze, 2017)
Riverbend Nursing & Rehab. Center (Bronze, 2017)
Riviere de Soleil Community Care Center/Rio Sol Nursing Home (Bronze, 2017)
Roseview Nursing & Rehab. Center (Bronze, 2016)
SCC Pilgrim Manor Bossier City North (Bronze, 2017)
Southern Oaks Nursing & Rehab. Center (Bronze, 2016)
Sunrise of Baton Rouge (Bronze, 2016)
Sunrise of Metairie (Bronze, 2016)
Sunrise Senior Living (Bronze, 2016)
Tioga Community Care Center (Bronze, 2017)
Vivian Healthcare Center (Silver, 2015)
Whispering Pines Nursing Home (Bronze, 2017)
Willow Ridge Nursing & Rehab. (Bronze, 2017)
Wyatt Manor Nursing & Rehab. Center (Bronze, 2016)
Zachary Manor Nursing & Rehab. Center, LLC (Silver, 2016)