

# UAB creates Alabama Performance Excellence Program for business, engineering, healthcare professionals

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By Adam Pope UAB News

The [University of Alabama at Birmingham's schools of Health Professions, Engineering and Collat School of Business](#) have teamed up to create the Alabama Performance Excellence Program (ALPEX) to promote economic development and organizational excellence.

The program will facilitate increased productivity in organizations and advocate for practitioners utilizing the Baldrige Framework for Performance Excellence. ALPEX will also encourage organizational excellence by working with companies and organizations to help them become more competitive.



A one-day orientation program for interested organizations will be conducted at the UAB School of Health Professions Executive Learning Center on Friday, April 28. To register for the orientation, visit the [official event page](#).

The deans of the UAB schools of Health Professions, Business and Engineering will join the ALPEX Board of Directors from organizations around the state to provide guidance and support to the program. The [UAB Center for Healthcare Management and Leadership](#), in the School of Health Professions, will provide logistical support for the educational activities.

"For the past six years, there has been no unified program like this in Alabama," said J.M. "Mickey" Trimm, Ph.D., director of the Center for Healthcare Management and Leadership. "We are trying to create a pipeline of excellence for hospitals, manufacturing, other businesses, schools and nonprofit organizations in our state, leading to more competitiveness and economic development through stronger, more efficient organizations."

According to Trimm, organizations that improve their processes are recognized for their efforts with state-level awards and may decide to pursue the coveted Malcolm Baldrige National Quality Award.

"The true value of this program is the increased performance of the organizations, but the awards provide additional impetus and recognition for a job well-done," Trimm said. "No matter the organization's size or industry, the Baldrige Excellence Criteria will allow an organization to achieve its vision, reach its goals, improve results and become more competitive."

Serving on the Board are: Charlie Blass, chair, retired director, Teledyne Brown Engineering, Huntsville; Iwan D. Alexander, Ph.D., dean, UAB School of Engineering, Birmingham; Hilary Claybourne, UAH professor and consultant, Huntsville; Linda Coogan, CEO, AlaQuest, Birmingham; Dr. Jane Finley, professor, Business School, University of Mobile; Jerry Holmes, director of Quality, L.B. Foster, Birmingham; Eric Jack, Ph.D., dean, UAB Collat School of Business, Birmingham; Harold Jones, Ph.D., dean, UAB School of Health Professions, Birmingham; Chris Schmidt, CEO, Schmidt Wallace Healthcare Management Co., Inc., Montgomery; Dr. Wes Smith, CEO, Alabama Quality Assurance Foundation (AQAF), Birmingham; Dr. Mark Williams, chief physician executive, Tenet Healthcare, Birmingham; Alana Moore Wolfe, director of Quality, Sunrise Senior Living, Talladega, ; Ex-Officio: Linda Vincent, executive director, Tuscaloosa; and Dr. Mickey Trimm, director, UAB Center for Healthcare Management and Leadership, Birmingham.



### About the Baldrige Performance Excellence Program

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

## Baldrige in Alabama

- **11 Alabama applicants for the Baldrige Award (2005–2016)**
- **1 Alabama award applicant in 2011 represents 895 jobs, 51 work locations, \$568 million in revenues/budgets, and an estimated 6,000 customers served.**
- **5 Baldrige examiners from Alabama volunteered \$76,000 in services in 2016.**

## Alabama Quality Award Winners

East Alabama Medical Center’s Cancer Center Project Team (Gold)

Huntsville Hospital’s Optimizing “Smart” Infusion Pump Safety Technology in a Community Health System Team (Silver)

Huntsville Hospital’s Improving Patient Safety through Pediatric Dose Standardization in a Women and Children’s Community Hospital Team (Silver)

The Alliance for Performance Excellence ([www.baldrigepe.org/alliance](http://www.baldrigepe.org/alliance)), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Contact the Alliance or the Baldrige Program for more information about Baldrige in Alabama.

## AHCA/NCAL National Quality Award Winners in Alabama

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

Birmingham Nursing and Rehabilitation Center, LLC (2016, Silver)

Cedar Crest Health & Rehabilitation (2016, Bronze)

Coosa Valley Medical Center Post-Acute Division (2016, Bronze)

Floyd E. "Tut" Fann State Veterans Home (2016, Bronze)

NHC HealthCare (2016, Bronze)

Cottage of the Shoals, Genesis Healthcare (2015, Silver)

Colonel Robert L. Howard State Veterans Home (2015, Bronze)

Generations of Red Bay, LLC (2015, Bronze)

Generations of Vernon, LLC (2015, Bronze)

Glenwood Center and Hilltop at Glenwood I & II (2015, Bronze)

Talladega Healthcare (2015, Bronze)

William F. Green State Veterans Home (2015, Bronze)

Galleria Woods Healthcare Center (2014, Bronze)

Roanoke Rehabilitation & Healthcare Center (2014, Bronze)

Cypress Cove Center (2013, Silver)

Arbor Springs Health and Rehab Center (2013, Bronze)

Burns Nursing Home, Inc. (2013, Bronze)

Golden Living-Lanett (2013, Bronze)

Hanover Health & Rehabilitation (2013, Bronze)

## Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,673 feedback reports detailing organizational strengths and opportunities for improvement.
- 106 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2016 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.
- 366 national Baldrige examiners volunteered roughly \$5.6 million in services in 2016.
- In 2015, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 1,262 volunteer examiners.
- Organizations from all sectors and of all sizes use the Baldrige Excellence Framework for improvement.

## Sample Achievements by Baldrige Award Winners

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- In **customer satisfaction, outperformed its closest competitor** in 20 of 20 performance attributes (MESA)
- Consistent **Healthgrades scores in the top 10% nationally** for patient safety, general surgery, gastrointestinal care, and joint replacement (Hill Country Memorial)
- Voted “**Best Financial Institution**” by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than any of its competitors (Elevations Credit Union)
- Despite rigorous public school graduation requirements, a **97.4% graduation rate** in 2012-2013 (Pewaukee School District)
- **Revenue growth** from about \$120 million in 1997 to about \$625 million in 2009 (MEDRAD)
- For four years, composite performance **at or better than the top 10% of health care systems nationally** for each disease group in the core measures reported by the Centers for Medicare and Medicaid Services (St. David’s HealthCare)
- 90% or higher **customer satisfaction** levels (Premier Inc.)
- **Profitability during 4 years of economic downturn** while the rest of the industry saw minimal growth and modest profit (Freese and Nichols)
- Improvement in **academic composite ranking from 55th to 9th** in North Carolina (Iredell-Statesville Schools)
- Better resident **ratings of overall quality of service** than the state, county, and U.S. governments (City of Irving, Texas)