



### 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 Tennessee

- **23 Tennessee applicants for the Baldrige Award (2005–2016)**
- **1 Tennessee award applicant in 2016 represents 2,024 jobs, 7 work locations, \$309 million in revenues/budgets, and over 81,000 customers served.**
- **8 Baldrige examiners from Tennessee volunteered over \$121,000 in services in 2016.**

## Tennessee National Role Models

Caterpillar Financial Services, service, 2003  
Pal’s Sudden Service, small business, 2001

Eastman Chemical Company, manufacturing, 1993  
Federal Express Corporation, service, 1990

## Tennessee Center for Performance Excellence

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. At its core, the nonprofit Tennessee Center for Performance Excellence (TNCPE; [www.tncpe.org](http://www.tncpe.org)) is an economic development organization. Using the framework of an awards program, TNCPE fulfills its mission to drive organizational excellence in Tennessee by providing in-depth, low-cost assessments of regional organizations using the Baldrige Excellence Framework. Through a methodology based on the Baldrige Performance Excellence Program, organizations receive detailed feedback that they use to improve their processes and results. As organizations grow and improve, their communities benefit from increased revenue and job opportunities, as well as better education, government, and health care services.

## 2016 Tennessee Award for Performance Excellence Winners

### Excellence

The University of Tennessee Medical Center

### Achievement

Tennessee Department of Health

TRICOR

### Commitment

Cocke County Health Department

Erwin Utilities

Maury County Public Schools

Montgomery County Health Department

Nashville General Hospital

NHC HealthCare, Springfield

Stewart County Community Medical Center

Strata-G, LLC, Knoxville

Tennessee Department of Environment and Conservation

Bureau of Administration

Tennessee Department of Environment and Conservation

Bureau of Environment

Tennessee Department of Human Resources

Tennessee Valley Authority, Customer Delivery

### Interest

26 recipients

## Success Story



One of the largest employers in Knoxville, The University of Tennessee Medical Center's mission is to serve through healing, education and discovery. It is a 609-bed, not-for-profit, academic hospital and offers the region's only Level 1 Trauma Center. A referral center for Eastern Tennessee, Southeast Kentucky and Western North Carolina, UTMC is the only medical center in the region recognized as a Magnet® organization.

### Selected Results

- Inpatient mortality rates at or approaching the top 2nd percentile in the nation
- Results for stroke treatment exceeding the top 2nd percentile
- Customer-focused results, excellent performance levels, beneficial trends and a strong performance relative to the 2nd percentile for all three patient types: inpatient, outpatient and emergency department
- Industry and benchmark leader in the prevention, treatment and discharge preparation for inpatients with deep vein thrombosis (top 2nd percentile).

## AHCA/NCAL National Quality Award Winners in Tennessee

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 Program.

Ardmore Health and Rehabilitation Center (2016, Bronze)	Christian Care Center of Cheatham County (2015, Bronze)
Bells Nursing and Rehabilitation Center (2016, Bronze)	Christian Care Center of Johnson City, Inc. (2015, Bronze)
Burton Court at Blakeford (2016, Bronze)	Christian Care Center of Springfield, LLC (2015, Bronze)
Cornerstone Village Health Care Center (2016, Bronze)	Grace Healthcare of Cordova (2015, Bronze)
Garden Plaza at Cleveland (2016, Bronze)	Grace Healthcare of Franklin (2015, Bronze)
Green Hills Health and Rehabilitation Center (2016, Bronze)	Harbert Hills Academy Nursing Home (2015, Bronze)
Hardin Home Nursing Home (2016, Bronze)	Hardin Medical Center Health & Rehab. (2015, Bronze)
Lakebridge Health Care Center (2016, Bronze)	Henderson Health and Rehabilitation (2015, Bronze)
Lebanon Health and Rehabilitation Center (2016, Bronze)	Henry County Healthcare Center (2015, Bronze)
Life Care Center of Hickory Woods (2016, Bronze)	The Heritage Center (2015, Bronze)
Lincoln and Donalson Care Center (2016, Bronze)	Horizon Health and Rehab (2015, Bronze)
Madisonville Health & Rehab (2016, Bronze)	Ivy Hall Nursing Home (2015, Bronze)
McKendree Village (2016, Bronze)	Lauderdale Community Living Center (2015, Bronze)
McNairy County Health Care Center, Inc. (2016, Bronze)	Laurelwood Health Care (2015, Bronze)
Paris Health Care Nursing and Rehabilitation Center, Inc. (2016, Bronze)	Life Care Center of Centerville (2015, Bronze)
Renaissance Terrace, Genesis Healthcare (2016, Bronze)	Life Care Center of Copper Basin (2015, Bronze)
Roan Highlands Nursing Center (2016, Bronze)	Lynchburg Nursing Center (2015, Bronze)
Summit View of Rocky Top (2016, Bronze)	Midsouth Health and Rehabilitation (2015, Bronze)
West Hills Health and Rehab (2016, Bronze)	The Pavilion (2015, Bronze)
The White House Assisted Living (2016, Bronze)	Shannondale Health Care Center (2015, Bronze)
Beverly Park Place Health and Rehab (2015, Silver)	Sweetwater Nursing & Rehab. Center (2015, Bronze)
Grace Healthcare of Whites Creek (2015, Silver)	Vanco Health Care & Rehabilitation (2015, Bronze)
Bright Glade Health and Rehabilitation (2015, Bronze)	Weakley County Nursing Home (2015, Bronze)
	Woodcrest at Blakeford (2015, Bronze)
	Waynesboro Health & Rehab. Center (2015, Bronze)