



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 Illinois

- **22 Illinois applicants for the Baldrige Award (2005–2016)**
- **7 Illinois award applicants in 2013 represent 2,564 jobs, 20 work locations, more than \$436 million in revenues/budgets, and an estimated 400,000 customers served.**
- **11 Baldrige examiners from Illinois volunteered over \$167,000 in services in 2016.**

Illinois National Role Models

Advocate Good Samaritan Hospital, health care, 2010 (Downers Grove)

Community Consolidated School District 15, education, 2003 (Palatine)

Motorola Inc., Commercial, Government, and Industrial Solutions Sector, manufacturing, 1988 and 2002 (Schaumburg)—one of the first three Baldrige winners

Success Story

 Advocate Good Samaritan Hospital

This acute-care medical facility in Downers Grove, Illinois, has evolved from a midsized community hospital to a nationally recognized leader in health care. “Good Sam,” as it is popularly known, is part of Advocate Health Care, named one of the 10 top Health Systems by Thomson Reuters. The hospital has a workforce of 2,700 associates, 450 volunteers, and 950 independent physicians representing 59 specialties. It has revenues of \$420 million.

Selected Results

- Decrease from 0.73 to 0.25 in risk-adjusted mortality (actual mortality divided by expected mortality where 1.0 equals the expected) over 5 years
- Overall most preferred hospital and top choice for its main service offerings, according to a brand preference study of Good Samaritan Hospital and its closest competitors
- Better-than-top-decile levels of overall patient satisfaction levels for outpatient, emergency, ambulatory surgery, and convenient care exceed top decile
- 17% market share increase over 5 years
- 98th percentile for overall associate satisfaction in 2009 and 97th percentile in 2010

Illinois Performance Excellence

The Alliance for Performance Excellence (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. IMEC (www.ilpex.org) is driven by the mission of two U.S. Department of Commerce NIST programs founded to support U.S. businesses: the Baldrige Performance Excellence Program and the Manufacturing Extension Partnership (MEP). The ILPEX Recognition Program was founded in 1994 as the state's affiliate to the Baldrige Program. IMEC was established in 1996 to improve the productivity and competitiveness of Illinois' small and mid-sized manufacturing firms. Together, we leverage the Baldrige Excellence Framework as a foundation for driving organizational improvement and then prioritizes those improvements through a range of hands-on, goal-oriented solutions in continuous improvement, strategy, workforce, and more.

2012–2016 Illinois Performance Excellence Winners

Advocate Lutheran General Hospital, Park Ridge (Gold)
American College of Healthcare Executives (Gold)
United Cerebral Palsy Land of Lincoln (Gold)
Community Consolidated School District 93 (Silver)
Concentric AB (Silver)
Concentric Rockford, Inc. (Silver)
Health Research & Educational Trust (Silver)
Illinois Municipal Retirement Fund (Silver)
Integrated Project Management (Silver)
College of DuPage, Glen Ellyn (Bronze)

Concentric Itasca, Inc. (Bronze)
Elmhurst Hospital (Bronze)
Health Research & Educational Trust (Bronze)
HSHS St. Anthony's Memorial Hospital (Bronze)
HSHS St. Francis Hospital (Bronze)
National Express LLC (Bronze)
OSF St. Mary Medical Center (Bronze)
Saint Anthony Hospital (Bronze)
St. Elizabeth's Hospital (Bronze)
St. Mary's Hospital (Bronze)

Success Story



An international professional society of 40,000 healthcare executives who lead hospitals, healthcare systems and other healthcare organizations, ACHE's mission is to advance its members and healthcare management excellence. ACHE offers its prestigious FACHE® credential, signifying board certification in healthcare management. ACHE's network of 78 chapters provides access to networking, education and career development at the local level. ACHE is also known for its magazine, *Healthcare Executive*, and the annual Congress on Healthcare Leadership. Its publishing division, Health Administration Press, is one of the largest publishers of books and journals on health services management.

Selected Results

- 17% membership growth since 2010
- 10% growth in chapter education over 2 years
- 30% growth in the sale of print books over 2 years; 16% growth in digital book sales over 4 years

AHCA/NCAL National Quality Award Winners in Illinois

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.

Odin Healthcare Center (2016, Silver)
Coulterville Rehab. & Health Care Center (2016, Bronze)
Evergreen Nursing & Rehabilitation Center (2016, Bronze)
Lakeland Rehab. & Healthcare Center (2016, Bronze)

Nature Trail Health Care Center (2016, Bronze)
Valley Hi Nursing & Rehab. (2016, Bronze)