



## 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 Kentucky

- **1 Kentucky applicant for the Baldrige Award (2005–2016)**
- **1 Baldrige examiner from Kentucky volunteered over \$15,000 in services in 2016.**

## Kentucky 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. The Kentucky Center for Performance Excellence ([www.kycpe.org](http://www.kycpe.org)) promotes the Baldrige Excellence Framework and Criteria for Performance Excellence in Kentucky. The Criteria are introduced to organizations through the 4-tiered award process.

## 2013–2016 Kentucky Performance Excellence Award Winners

|   |  |
|---|--|
| Complete RX (Commitment)                                      | Kentucky Department of Education—Commissioner's Delivery Unit (Commitment) |
| Eastern Kentucky University College of Education (Commitment) | LATA Environmental Services of Kentucky, LLC (Commitment)                  |
| Graves Gilbert Clinic (Commitment)                            | Montgomery County Schools (Commitment)                                     |
| Greenup County School District (Commitment)                   | Hospital Pharmacy Management Services (Interest)                           |
| Humana—National Policy Development (Commitment)               | Louisville Metro Department of Public Health and Wellness (Interest)       |
| Humana—Strategic Communications (Commitment)                  |  |

## AHCA/NCAL National Quality Award Winners in Kentucky

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.

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| Crestview Center, Genesis Healthcare (2016, Bronze)        | Christian Care Center of Kuttawa (2015, Bronze)            |
| Hillcrest Health and Rehabilitation Center (2016, Bronze)  | Christian Care Center of Lancaster (2015, Bronze)          |
| Hyden Health and Rehabilitation Center (2016, Bronze)      | Diversicare of Greenville (2015, Bronze)                   |
| Kindred Hospital Louisville—Subacute Unit (2016, Bronze)   | Highlands Health and Rehabilitation Center (2015, Bronze)  |
| Williamsburg Health & Rehabilitation Center (2016, Bronze) | Magnolia Village Center, Genesis Healthcare (2015, Bronze) |
| Boyd Nursing and Rehabilitation Center (2015, Silver)      | Owensboro Center, Genesis HealthCare (2015, Bronze)        |
| Kindred Nursing and Rehabilitation—Maple (2015, Silver)    | Nazareth Home (2014, Silver)                               |
|  | 2 Bronze winners, 2014                                     |

## 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)
- **Patient satisfaction at or above the national 90th percentile** for the 4 years leading to its Baldrige Award (North Mississippi Health Services)