



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 Alaska

- **7 Alaska applicants for the Baldrige Award (2005–2017)**
- **1 Alaska applicant in 2017 represents 2,175 jobs, 34 work locations, about \$349 million in revenues/budgets, and an estimated 65,838 customers.**
- **2 Baldrige examiners from Alaska volunteered over \$30,000 in services in 2012.**

Alaska National Role Models

Chugach School District, education, 2001

Southcentral Foundation, health care, 2011, 2017

Success Story



Southcentral Foundation (SCF) provides health care and related services to about 65,000 Alaska Native and American Indian people. It operates the Nuka System of Care, a customer-driven, relationship-based health care system. SCF collaborates with Alaska Native Tribal Health Consortium to ensure a seamless continuum of care by providing consultation and specialty services at the Alaska Native Medical Center. SCF uses a wide range of delivery mechanisms to provide health care service offerings, including ambulatory office visits, home visits, learning circles, email and telephone visits, health information and education, outpatient services, behavioral services, and day and residential treatment. With 33 facilities in and around Anchorage, SCF also provides care to 55 remote village sites, many of which are accessible only by plane. It has 2,200 employees.

Highlights

- Exceeds the 90th percentile rankings for numerous measures in the Healthcare Effectiveness Data and Information Set (HEDIS), a widely used industry performance measures maintained by the National Committee for Quality Assurance
- Gives same-day consultations to 70% of behavioral health patients receiving.
- Increased total revenue from \$215 million in FY2012 to \$334 million in FY2016, with days cash on hand and the steady increase in total revenue exceeding Moody's "Aaa" for the past 3 years
- Kept overhead expenses below the goal of 20% for 5 years

Performance Excellence Northwest

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.

Performance Excellence Northwest (www.wsqa.net/) is a nonprofit organization focused on providing products and services to develop business excellence capabilities within organizations, individuals, and communities located in the Pacific Northwest using the Baldrige Excellence Framework and leading continuous improvement tools. We partner with leaders to help them build relationships that bring information, resources, knowledge, and best practices to their organizations.

Performance Excellence Northwest Award Recipients in Alaska

Alaska Small Business Development Center

AHCA/NCAL National Quality Award Recipients in Alaska

The [AHCA/NCAL National Quality Award Program](#) 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.

Denali Center (Bronze, 2017, 2014)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,697 feedback reports detailing organizational strengths and opportunities for improvement.**
- **118 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2017 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.**
- **303 national Baldrige examiners volunteered roughly \$4.6 million in services in 2016.**
- **In 2017, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,262 organizations using 1,921 volunteer examiners.**
- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework for improvement.**