



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 Indiana

- **44 Indiana applicants for the Baldrige Award (2005–2017)**
- **1 Indiana applicant in 2015 represents 1,088 jobs, 4 work locations, over \$800,000 in revenues/budgets, and more than 266,000 customers served.**
- **10 Baldrige examiners from Indiana volunteered over \$150,000 in services in 2017.**

## Indiana National Role Model

Schneck Medical Center, health care, 2011

### Success Story



**SCHNECK MEDICAL CENTER**  
better healthcare begins here

Schneck is a 93-bed, nonprofit hospital providing primary and specialized services to the residents of Jackson County, Indiana, and surrounding communities. Schneck offers a full spectrum of primary care services, with a focus on women's health, joint replacement, noninvasive cardiac care, cancer care, and bariatric surgery. Schneck's workforce numbers 800 employees, who are joined by 150 affiliated physicians, 300 volunteers, and more than 200 students. Net patient revenue is \$98.5 million.

### Selected Results

- Top 10% or top 25% for patient satisfaction on 9 of 10 Press Ganey measures
- 100% scores on 17 of 22 core measures reported for the Centers for Medicare and Medicaid Services
- 1% or lower overall rates of hospital-acquired infections
- More than 60% market share for inpatient care, 70% for outpatient care, and 80% for ambulatory care in Jackson County, the site of the organization's primary medical center
- S&P's "A—" or better for 5 significant financial metrics
- 25% decrease in overall staff turnover over 4 years

## The Partnership for Excellence

The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://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.

The Partnership for Excellence (TPE; [www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org)) is Ohio's, Indiana's, and West Virginia's Baldrige-based state awards program. Headquartered in Columbus, Ohio, its mission is to cultivate organizational performance excellence and continuous improvement. TPE assists organizations through self-assessments by evaluating organizational approaches. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor's Award for Excellence.

## 2013–2017 Excellence Award Recipients in Indiana

Managed Healthcare Services, a division of Lilly USA, LLC (2017, 2016, Gold; 2015, Silver)  
Memorial Hospital and Health Care Center (2016, Platinum; 2015, Silver)  
Good Samaritan Hospital, Vincennes (2014, Gold)  
Community Hospital East (Silver, 2015)  
Westfield Washington Schools (Silver, 2015)

Citizens Energy Group (2013, Platinum)  
Union Hospital (2013, Platinum)  
Working Well, Michigan City (2013, Bronze)  
Eskenazi Health Center (2017, Spirit)  
Fairbanks Hospital, Inc. (2016, Spirit)  
Hendricks Regional Health (2017, Spirit)

## AHCA/NCAL National Quality Award Recipients in Indiana

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.

Adams Heritage (Silver, 2016)  
Adams Woodcrest (Bronze, 2016)  
Albany Health Care & Rehabilitation Center (Bronze, 2017)  
Allisonville Meadows (Bronze, 2015)  
American Village (Silver, 2017)  
Ashton Creek Health & Rehabilitation (Silver, 2017; Bronze, 2016)  
Bethel Pointe Health & Rehabilitation (Bronze, 2017)  
Bethlehem Woods Nursing & Rehabilitation (Silver, 2017; Bronze, 2015)  
Brownsburg Meadows (Bronze, 2017)  
Clinton Gardens (Bronze, 2017)  
Countryside Meadows (Bronze, 2016)  
Cypress Grove Rehabilitation Center (Bronze, 2015)  
Edgewater Woods (Bronze, 2015)  
Englewood Health & Rehabilitation Center (Bronze, 2016)  
Fairway Village (Bronze, 2017)  
Glenbrook Rehabilitation & Skilled Nursing (Bronze, 2016)  
Green Valley Care Center (Bronze, 2016)  
Greenwood Meadows (Bronze, 2016)  
Heritage House Rehabilitation & Healthcare Center (Bronze, 2016)  
Heritage Park (Bronze, 2015)  
Hillcrest Village (Bronze, 2016)  
Homeview Center of Franklin (2017, Silver; 2015, Bronze)  
Kindred Nursing & Rehabilitation Valley View (Silver, 2016)  
Kindred Transitional Care & Rehabilitation—Southwood (Silver, 2015)  
Lakeland Skilled Nursing & Rehabilitation Center (Silver, 2014)

The Laurels of DeKalb (Bronze, 2017)  
Lowell Healthcare (Bronze, 2017)  
Maple Park Village (Bronze, 2016)  
Markle Health & Rehabilitation (Bronze, 2015)  
Mason Health and Rehabilitation (Bronze, 2016)  
McCormick’s Creek Rehabilitation and Skilled Nursing Center (Silver, 2015)  
Meadowood Health Pavilion (Bronze, 2017, 2015)  
Morning Breeze Retirement Community & Healthcare Center (Bronze, 2015)  
New Harmonie Healthcare Center (Bronze, 2016)  
North Park Nursing Center (Bronze, 2017)  
North Woods Village (Bronze, 2016)  
Ossian Health and Rehabilitation (Bronze, 2016)  
Randolph Nursing Home (Bronze, 2017)  
Rolling Meadows Health and Rehab (Bronze, 2016)  
Rosewalk Village at Indianapolis (Bronze, 2017)  
Sanders Glen (Bronze, 2017)  
Signature Healthcare of Muncie (Bronze, 2015)  
Signature Healthcare of Terre Haute (Bronze, 2015)  
Springhill Village (Bronze, 2017)  
Sunrise on Old Meridian (Bronze, 2015)  
Swiss Villa (Bronze, 2015)  
Waldron Health & Rehabilitation Center (Silver, 2015)  
Washington Health Care Center (Bronze, 2017)  
Waters of Covington (Bronze, 2016)  
Waters of New Castle, LLC (Bronze, 2017)  
Waters of Rising Sun, LLC (Bronze, 2017)  
Wesleyan Health & Rehabilitation (Bronze, 2016)  
Westview Nursing & Rehabilitation Center (Bronze, 2017)  
Willowdale Village (Silver, 2017)  
Zionsville Meadows (Bronze, 2015)