



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 Idaho

1 Baldrige examiner from Idaho volunteered more than \$15,000 in services in 2016.

Idaho National Role Model

Kindred Nursing and Rehabilitation Center—Mountain Valley, 2016 (Kellogg)

Success Story



Providing hope and promoting healing and recovery: that is the mission of Kindred Nursing and Rehabilitation Center—Mountain Valley, a 68-bed skilled nursing center in Kellogg, Idaho, a rural community set in the foothills of the Rocky Mountains. Kindred—Mountain Valley provides short-term and long-term skilled nursing and rehabilitation services. The center has 92 employees and reports a total net revenue of \$6.4 million.

Selected Results

- For 7 years, 5-Star (top) quality rating from the Centers for Medicare and Medicaid Services (achieved by less than 1% of 15,600 skilled nursing facilities nationwide)
- 100% of residents and family members expressing either “very” or “extreme” overall satisfaction levels, better than national averages by 20% for residents and 10% for families
- 90% employee retention rate, more than 20% above the national industry average
- 89–90% occupancy rate, better than state and national benchmarks

Performance Excellence Northwest

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. 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.

AHCA/NCAL National Quality Award Winners in Idaho

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.

Kindred Care and Rehabilitation Center—Mountain Valley (2011, Gold)
Kindred Nursing & Rehab—Aspen Park (2016, Bronze)
Parkwood Meadows (2015, Bronze)
Trinity Mission Health & Rehab of Midland (2016, Bronze)
Clearwater Health and Rehabilitation (2015, Bronze)
Royal Plaza Health and Rehabilitation (2015, Bronze)
Ivy Court (2014, Silver)
Idaho State Veterans Home—Boise (2014, Bronze)

Prestige Care & Rehabilitation—The Orchards (2014, Bronze)
Rexburg Care & Rehabilitation Center (2014, Bronze)
Twin Falls Center (2014, Bronze)
Capitol Care & Rehabilitation (2013, Bronze)
The Cottages of Payette (2013, Bronze)
Oak Creek Rehabilitation Center of Kimberly (2013, Bronze)
Payette Care & Rehabilitation Center (2013, Bronze)
Trinity Mission Health & Rehab of Holly (2013, Bronze)

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)