



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 Mississippi

- **2 Mississippi applicants for the Baldrige Award (2005–2017)**
- **1 Mississippi Baldrige Award applicant in 2012 represents 6,100 jobs, 7 work locations, \$1.35 billion in revenue/budget, and an estimated 80,000 customers served.**
- **1 Baldrige examiner from Mississippi volunteered over \$15,000 in services in 2016.**

## Mississippi National Role Models

North Mississippi Health Services, health care, 2012

North Mississippi Medical Center, health care, 2006

### Success Story



North Mississippi Health Services is a nonprofit, community-owned, integrated health care delivery system serving 24 rural counties in northeast Mississippi and northwest Alabama. The organization includes six hospitals, four nursing homes, and 34 clinics. It provides preventive and wellness services, hospital-based emergency and acute care services, post-acute care services, and a preferred-provider organization. The workforce of 6,226 employees and 491 physicians serve at health care facilities located in six Mississippi communities and one Alabama city. Net revenue in 2011 was \$730 million. North Mississippi Medical Center, the flagship hospital and referral center in the system, received a health care category Baldrige Award in 2006.

### Highlights

- Outpatient management of diabetes better than the National Committee for Quality Assurance top-decile benchmark
- For the medical center, 100% in 26 of 30 Surgical Care Improvement Project core measures
- At or above the Press Ganey Associates 90th percentile for patient satisfaction
- 90% or higher employee retention over 5 years
- Market share leader by 13% over its primary competitor
- Standard & Poor's AA credit rating for 18 years, despite its location in what has been called "the nation's epicenter of poverty"
- \$80 million per year spent for charity care

## Alliance for Performance 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.

Mississippi's organizations are served by the Arkansas Institute for Performance Excellence ([www.arkansas-quality.org](http://www.arkansas-quality.org)), the Louisiana Quality Foundation ([www.louisianaquality.org](http://www.louisianaquality.org)), and the Tennessee Center for Performance Excellence ([www.tncpe.org](http://www.tncpe.org)).

## 2016 Award for Performance Excellence Recipient

PACCAR Engine Company Columbus, Mississippi (Commitment)

## AHCA/NCAL National Quality Award Recipients in Mississippi

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.

Bedford Alzheimer's Care Center, LLC (Bronze, 2014)

Bedford Care Center of Hattiesburg (Silver, 2017;  
Bronze, 2014)

Bedford Care Center of Marion (Bronze, 2014)

Bedford Care Center, Monroe Hall, LLC (Bronze, 2014)

Boyington Health & Rehabilitation Center (Silver, 2015)

Brandon Nursing & Rehabilitation Center (Bronze, 2017)

Camellia Estates (Bronze, 2017)

Countrybrook Living Center (Bronze, 2015)

Covenant Health & Rehabilitation of Vicksburg  
(Bronze, 2016)

Crown Health & Rehabilitation of Natchez  
(Bronze, 2014)

Glenburney Healthcare & Rehabilitation Center  
(Bronze, 2015)

Joy Health & Rehabilitation of Cleveland, LLC  
(Bronze, 2016)

Lakeside Health & Rehabilitation Center (Silver, 2015)

Liberty Health & Rehabilitation of Indianola, LLC  
(Bronze, 2014)

Manhattan Nursing & Rehabilitation Center  
(Bronze, 2017)

Neshoba County Nursing Home (Bronze, 2016)

Oasis Health & Rehabilitation (Bronze, 2015)

Ocean Springs Health & Rehabilitation (Silver, 2015)

Ruleville Nursing & Rehabilitation Center (Bronze, 2017)

Senatobia Convalescent Center & Rehabilitation  
(Bronze, 2017)

Song Health & Rehabilitation of Columbia LLC  
(Bronze, 2014)

Starkville Manor Healthcare & Rehabilitation Center  
(Bronze, 2015)

Trinity Mission Health & Rehabilitation of Great Oaks,  
LLC (Bronze, 2016)

Trinity Mission Health & Rehabilitation of Holly Springs  
(Bronze, 2015)

Tupelo Nursing & Rehabilitation Center (Bronze, 2017)

Winona Manor Health Care & Rehabilitation Center  
(Bronze, 2015)