



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 Alaska

- **6 Alaska applicants for the Baldrige Award (2005–2016)**
- **1 Alaska applicant in 2011 represents 1,487 jobs, 24 work locations, over \$200 million in revenues/budgets, and an estimated 50,000 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

Success Story



Southcentral Foundation (SCF) is a nonprofit health care organization established in 1982 to improve the health and social conditions of Alaska Native and American Indian people, enhance culture, and empower individuals and families to take charge of their lives. SCF provides a wide range of programs to address physical, mental, emotional, and spiritual wellness for about 55,000 Alaska Native and American Indian people. Of these, 45,000 reside in the Anchorage area and 10,000 live in 55 remote villages accessible only by plane. SCF's total coverage area spans some 100,000 square miles. This area is served by a network of 24 health care facilities. SCF employs 1,487 people and reported \$201.3 million in revenues in 2010.

Selected Results

- Highest level of Patient Centered Medical Home™ recognition from the National Committee on Quality Assurance (NCQ)
- Improvement in same-day access to care, leading to a 50% decrease in costly emergency room and urgent care visits, a 65% decrease in specialty care, a 36% decrease in primary care visits, and a 53% decrease in hospital admissions
- Since 2009, performance levels for diabetes care exceeding the 90th percentile of the Healthcare Effectiveness Data and Information Set
- Approximately 91% overall customer survey satisfaction rating; 73.3% Consumer Assessment of Healthcare Providers and Systems (CAHPS) satisfaction rating against a top-box benchmark of 46%
- Decrease in staff turnover from 37% to 17% over 3 years

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. Contact the Alliance or the Baldrige Program for more information about Baldrige in Alaska.

AHCA/NCAL National Quality Award Winners 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 (2014, 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)
- 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)