



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 Indiana

- **44 Indiana applicants for the Baldrige Award (2005–2016)**
- **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.**
- **9 Baldrige examiners from Indiana volunteered \$136,000 in services in 2016.**

Indiana National Role Model

Schneck Medical Center, Seymour, 2011

Success Story



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 current focus on women’s health, joint replacement, noninvasive cardiac care, cancer care, and bariatric (weight loss) surgery. Schneck provides most of its care at the center’s main facility in Seymour, Ind., and has opened “convenient care clinics” in three adjacent counties to provide healthcare services locally. Schneck’s workforce numbers 800 employees, who are joined by 150 affiliated physicians, 300 volunteers, and more than 200 students. Net patient revenue for the center is \$98.5 million.

Selected Results

- Top 10% or top 25% for patient satisfaction on 9 of 10 Press Ganey (a national consulting firm focused on improving health care performance) 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
- 90% of physicians reporting that they are engaged and aligned with Schneck

The Partnership for Excellence

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. The Partnership for Excellence (TPE; www.thepartnershipforexcellence.org) is Ohio's, Indiana's, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)(3) member organization headquartered in Columbus, Ohio, its mission is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana, and West Virginia. TPE assists organizations through self-assessments by evaluating organizational approaches, and the extent these processes are deployed, evaluated, improved, aligned and integrated throughout the organization. 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.

2013–2016 Governor's Award for Excellence Recipients in Indiana

Memorial Hospital and Health Care Center (2016, Platinum; 2015, Silver)	Westfield Washington Schools (2015, Silver)
Managed Healthcare Services (a division of Lilly USA) (2016, Gold; 2015, Silver)	Citizens Energy Group (2013, Platinum)
Good Samaritan Hospital, Vincennes (2014, Gold)	Union Hospital (2013, Platinum)
Community Hospital East (2015, Silver)	Working Well, Michigan City (2013, Bronze)
	Fairbanks Hospital, Inc. (2016, Spirit)

AHCA/NCAL National Quality Award Winners 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.

Kindred Nursing & Rehabilitation Valley View (2016, Silver)	McCormick's Creek Rehabilitation and Skilled Nursing Center (2015, Silver)
Adams Heritage (2016, Bronze)	Waldron Health & Rehab Center (2015, Silver)
Adams Woodcrest (2016, Bronze)	Allisonville Meadows (2015, Bronze)
Ashton Creek Health & Rehabilitation (2016, Bronze)	Bethlehem Woods Nursing & Rehabilitation (2015, Bronze)
Countryside Meadows (2016, Bronze)	Cypress Grove Rehabilitation Center (2015, Bronze)
Englewood Health & Rehabilitation Center (2016, Bronze)	Edgewater Woods (2015, Bronze)
Glenbrook Rehabilitation & Skilled Nursing (2016, Bronze)	Heritage Park (2015, Bronze)
Green Valley Care Center (2016, Bronze)	Homeview Center of Franklin (2015, Bronze)
Greenwood Meadows (2016, Bronze)	Markle Health & Rehabilitation (2015, Bronze)
Heritage House Rehab & Healthcare Center (2016, Bronze)	Meadowood Health Pavilion (2015, Bronze)
Hillcrest Village (2016, Bronze)	Morning Breeze Retirement Community & Healthcare Center (2015, Bronze)
Maple Park Village (2016, Bronze)	Signature Healthcare of Muncie (2015, Bronze)
Mason Health and Rehabilitation (2016, Bronze)	Signature Healthcare of Terre Haute (2015, Bronze)
New Harmonie Healthcare Center (2016, Bronze)	Sunrise on Old Meridian (2015, Bronze)
North Woods Village (2016, Bronze)	Swiss Villa (2015, Bronze)
Ossian Health and Rehabilitation (2016, Bronze)	Zionsville Meadows (2015, Bronze)
Rolling Meadows Health and Rehab (2016, Bronze)	Lakeland Skilled Nursing and Rehabilitation Center (2014, Silver)
Waters of Covington (2016, Bronze)	6 Bronze winners, 2014
Wesleyan Health & Rehab (2016, Bronze)	
Kindred Transitional Care and Rehabilitation—Southwood (2015, Silver)	