



## 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 Missouri

- **50 Missouri applicants for the Baldrige Award (2005–2016)**
- **1 Missouri award applicant in 2016 represents 1,263 jobs, 10 work locations, more than \$499 million in revenues/budgets, and an estimated 635,000 customers served.**
- **8 Baldrige examiners from Missouri volunteered over \$121,000 in services in 2016.**

## Missouri National Role Models

Mid-America Transplant Services, 2015 (St. Louis)

MidwayUSA, small business, 2015 and 2009 (Columbia)

Concordia Publishing House, nonprofit, 2011 (St. Louis)

Nestlé Purina PetCare Co., manufacturing, 2010 (St. Louis)

Honeywell Federal Manufacturing & Technologies,  
manufacturing, 2009 (Kansas City)

Heartland Health, health care, 2009 (St. Joseph)

Boeing Aerospace Support, service, 2003 (Berkeley)

St. Luke's Hospital of Kansas City, health care, 2003  
(Kansas City)

SSM Health Care, health care, 2002 (St. Louis)

Wainwright Industries, Inc., small business, 1994 (St.  
Peters)

## Success Story



Mid-America Transplant Services (MTS) is a private, nonprofit organ procurement organization and eye and tissue bank serving a designated service area (DSA) of 84 counties in eastern Missouri, southern Illinois, and northeastern Arkansas. MTS works with partner hospitals to procure donated organs and tissues and then provide them to transplant centers and tissue processors, both in the

DSA and across the country. MTS also operates three stations at Department of Motor Vehicles offices that support its mission by making it easy for motorists to register as donors while renewing drivers' licenses or automobile registrations.

## Selected Results

- Builder of the nation's first stand-alone organ recovery facility, significantly reducing the cost of procuring organs compared with the cost of in-hospital procurement
- Decrease from \$7,000 to under \$4,000 over 3 years in cost per donor for in-house cases, compared with approximately \$20,000 in the hospital
- First in the nation in lungs transplanted in 2014, second in 2015; second in kidneys in 2015, seventh for livers in 2015, and top 25% for both hearts and pancreata in 2015
- 80% workforce engagement, at or better than national best-in-class comparisons over 3 years
- Nearly 90% overall employee retention

## Midwest Excellence Institute

The Alliance for Performance Excellence ([www.baldrigepe.org/alliance](http://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 Midwest Excellence Institute (<https://midwestexcellence.org>) was established in 1992 to administer the Missouri Quality Award program and to promote quality principles in organizations from all industry sectors. It is a 501(c)(3) not-for-profit educational organization funded entirely by memberships and income-generating activities. The Foundation is led by a Board of Directors consisting of key business, education, government, and health care leaders.

### 2012–2016 Missouri Quality Award Recipients

Citizens Memorial Hospital

Golden Valley Memorial Healthcare

Lake Regional Health System

MidwayUSA

Park Hill School District of Kansas City

Special School District of St. Louis County

SSM Health St. Mary's Hospital and SSM Health Medical Group

### Success Story



A not-for-profit healthcare delivery organization, Golden Valley Memorial Healthcare (GVMH) consists of a 56-bed hospital, a home health service, outpatient services, and four physician clinics located in west central Missouri. GVMH also operates provider and outpatient clinics in Warsaw, Windsor, and Osceola, Missouri. Its mission is “to provide exceptional health and wellness services with friendliness and compassion” to Henry County and the surrounding areas.

### Selected Results

- One of the “150 Greatest Places to Work in Healthcare”
- 94% of staff saying they were “satisfied” or “very satisfied” working at GVMH (87th percentile); 92% saying they would recommend employment to others
- Home Services named to the HomeCare Elite™ list, a recognition of the top-performing home health agencies in the United States, for 4 years in a row
- Recipient of the Excellence in Patient Care award given by Studer Group for “most improved” results on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey.

## AHCA/NCAL National Quality Award Winners in Missouri

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.

Golden Living Center—Smithville (2016, Bronze)

Life Care Center of Waynesville (2016, Bronze)

McLarney Manor SNF (2016, Bronze)

Medicalodges Neosho (2016, Bronze)

Northwood Hills Care Center (2016, Bronze)

Oregon Care Center (2016, Bronze)

Tiffany Heights (2016, Bronze)

Westridge Gardens Nursing and Rehabilitation Center (2016, Bronze)

Living Community of St. Joseph (2015, Silver)

Life Care Center of Bridgeton (2015, Bronze)

Life Care Center of Carrollton (2015, Bronze)

The Manor at Elfindale (2015, Bronze)

Nazareth Living Center (2015, Bronze)

NHC Desloge Healthcare, LLC (2015, Bronze)

Salt River Community Care (2015, Bronze)

Golden LivingCenter—St. James (2014, Gold)

Golden Living Center—Pin Oaks (2014, Silver)

The Rehabilitation Center of Raymore, LLC (2014, Silver)

Golden Living Center New Madrid (2014, Bronze)

Golden Living Center Maryville (2014, Bronze)

Medicalodges Nevada (2014, Bronze)