



## 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 Michigan

- **27 Michigan applicants for the Baldrige Award (2005–2016)**
- **1 Michigan award applicant in 2016 represents over 5,500 jobs, 30 work locations, \$2.5 billion in revenues/budgets, and an estimated 289,000 customers served.**
- **13 Baldrige examiners from Michigan volunteered over \$197,000 in services in 2016.**

## Michigan National Role Models

Henry Ford Health System, health care, 2011 (Detroit)

Bronson Methodist Hospital, health care, 2005 (Kalamazoo)

Cadillac Motor Car Company, manufacturing, 1990 (Warren)

### Success Story



Henry Ford Health System, headquartered in Detroit, Michigan, is one of the nation's leading comprehensive, integrated health systems. It provides health insurance and health care delivery, including acute, specialty, primary, and preventive care services backed by excellence in research and education. Founded in 1915 by auto pioneer Henry Ford, the system is committed to improving the health and well-being of a diverse community. It includes seven hospitals (a large, Level 1 trauma flagship hospital; four community hospitals; and two psychiatric facilities); 33 multispecialty ambulatory care centers; affiliated physician practices; a research and education component; the Health Alliance Plan (providing health coverage to more than 467,000 members); and 91 community care operations including outpatient behavioral health, nursing homes, hospices, and dialysis centers, and a broad range of retail operations offering services such as optometry and home medical products. The 140 sites with system facilities serve a three-county region in southeast Michigan encompassing Detroit and its suburbs.

### Selected Results

- Health Alliance Plan rated number one for member satisfaction among all health insurance plans in Michigan by J.D. Power and Associates
- For the Health Alliance Plan, National Committee for Quality Assurance 90th percentile or higher for customer engagement and satisfaction over 3 years
- Satisfaction with medical centers greater than the Press Ganey 90th percentile for southeast Michigan
- Approximately 80% of patients saying they are likely to recommend the organization
- Decrease in central-line infections from 10 to 3 per year

## Michigan Performance Excellence

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. Michigan Performance Excellence ([www.miperformanceexcellence.org](http://www.miperformanceexcellence.org)) was formed in 1993 as the Michigan Quality Council, a partnership of leading Michigan organizations and the State of Michigan. Leaders in these organizations believed Michigan needed a program to encourage use of the Baldrige Criteria to improve performance and enhance competitiveness. The mission of Michigan Performance Excellence is to help organizations improve their performance using the Baldrige Criteria for Performance Excellence. This is achieved by evaluating organizations and providing feedback on strengths and improvement areas; identifying and promoting best practices; recognizing exemplary performance; and providing professional development, education, and coaching.

### 2010–2016 Michigan Performance Excellence Recipients and Honorees

Sparrow Hospital (Michigan Performance Excellence Award)	Gift of Life Michigan (Honor Roll)
Allegiance Health (Honor Roll)	Grand Rapids Community College (Honor Roll)
Crittenton Hospital Medical Center (Honor Roll)	ProMedica North Region—Acute Care Division (Honor Roll)
The CSM Group, Inc. (Honor Roll)	Special Tree Rehabilitation System (Honor Roll)
Davenport University (Honor Roll)	Kalamazoo Community Foundation (Pursuit of Excellence)
	Kent District Library (Navigator)

### AHCA/NCAL National Quality Award Winners in Michigan

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.

King Nursing & Rehabilitation Community (2016, Silver)	St. Joseph's Nursing & Rehabilitation Centre (2016, Bronze)
Kith Haven (2016, Silver)	Tendercare Rogers City (2016, Bronze)
Lincoln Haven Nursing & Rehabilitation (2016, Silver)	Warren Woods Health & Rehabilitation Center (2016, Bronze)
The Manor of Farmington Hills (2016, Silver)	Riverside Nursing & Rehabilitation Community (2015, Silver)
Regency on the Lake (2016, Silver)	Tendercare Health & Rehabilitation Center of Wyoming (2015, Bronze)
Ambassador Nursing & Rehabilitation Centre (2016, Bronze)	Tendercare Clare (2015, Silver)
Autumnwood of Livonia (2016, Bronze)	16 Bronze winners, 2015
Cambridge East Healthcare Center (2016, Bronze)	Bad Axe (2014, Silver)
Cambridge South Nursing Center (2016, Bronze)	Courtney Manor (2014, Silver)
Clinton-Aire HealthCare Center (2016, Bronze)	Fairview Nursing and Rehabilitation Community (2013, Silver)
Eastwood Convalescent Center (2016, Bronze)	Sheffield Manor Nursing & Rehab (2014, Silver)
Medilodge of Yale (2016, Bronze)	Tendercare Greenview (2014, Silver)
Metron of Big Rapids (2016, Bronze)	10 Bronze winners, 2014
Notting Hill of West Bloomfield (2016, Bronze)	
Regency at Grand Blanc (2016, Bronze)	
Regency Healthcare Centre (2016, Bronze)	