



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 Texas

- **80 Texas applicants for the Baldrige Award (2005–2016)**
- **6 Texas award applicants in 2016 represent 11,926 jobs, 15 work locations, over \$7.9 billion in revenues/budgets, and an estimated 624,000 customers served.**
- **30 Baldrige examiners from Texas volunteered about \$456,000 in services in 2016.**

Texas National Role Models

Memorial Hermann Sugar Land Hospital, health care (2016)

Hill Country Memorial, health care (2014)

St. David's HealthCare, health care (2014)

Lockheed Martin Missiles and Fire Control, manufacturing, 2012 (Grand Prairie)

City of Irving, nonprofit, 2012 (Irving)

Freese and Nichols, Inc., small business, 2010 (Fort Worth)

K&N Management, small business, 2010 (Austin)

Park Place Lexus, small business, 2005 (Dallas)

Richland College, education, 2005 (Dallas)

Texas Nameplate Co., small business, 2004 and 1998 (Dallas)

Branch-Smith Printing, small business, 2002 (Fort Worth)
Clarke America Checks, Inc., manufacturing, 2001 (San Antonio)

KARLEE Company, Inc., manufacturing, 2000 (Garland)
STMicroelectronics, Inc. Region Americas, manufacturing, 1999 (Carrollton)

GTE Directories Corp. (d/b/a Verizon Information Services), service, 1994 (Dallas/Fort Worth)

Texas Instruments Inc. Defense Systems and Electronics Group, (now part of Raytheon Systems Co.), manufacturing, 1992 (Dallas)

Marlow Industries, Inc., small business, 1991 (Dallas)

Wallace Company, Inc., small business, 1990 (Houston)

Success Story



Memorial Hermann Sugar Land Hospital is a 149-bed, full-service acute care community hospital located in Sugar Land, Texas, southwest of Houston. The organization excels by “bringing together quality, safety, and a family-caring-for-family approach” that “sets the pace for the hospital of tomorrow.” It is also the anchor for more than 20 associated care centers in the area that provide primary and specialty care services. Staffed by 641 employees, Memorial Hermann Sugar Land operates with a revenue of \$135 million.

Selected Results

- Top 10% nationally for emergency center arrival-to-discharge time, compliance with regulations to reduce medication errors, bed turnaround times, radiology and laboratory result turnaround times, and the use of computerized physician order entry
- 90% retention for employee partners, 100% for physician partners, and 90% for volunteer partners, all comparable to or exceeding national benchmarks
- 90th percentile for patients saying they were “likely to recommend” day surgery, emergency care, gynecology, orthopedics, and women’s health

Quality Texas Foundation

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 Quality Texas Foundation (QTF; www.texas-quality.org) began in 1992 to assist individuals and organizations in continuous improvement efforts centered around the Baldrige Framework. QTF also offers a Leadership Development Program, Strategic Planning, Customer Service, Pre-Examiner and Regular Examiner Training events, and Workforce types of training and consulting.

Texas Award for Performance Excellence Recipients, 2013–2016

Alamo Colleges District Support Operations	City of Tyler (Achievement)
Memorial Hermann Sugar Land Hospital	City of El Paso (Progress)
Methodist Health System	Workforce Solutions for North Central Texas (Progress)
Palo Alto College	Texas Association of School Business Officials (Progress)
Baylor Heart and Vascular Hospital	Professional Engineers (Progress)
Methodist Healthcare System of San Antonio	Taylor Independent School District (Progress)
CHRISTUS Health Ark-La-Tex	Memorial Hermann Greater Heights Hospital (Progress)
Goodwill Industries of Central Texas	Peterson Regional Medical Center (Commitment)
Texas Health Resources	Texas Hospital Association (Commitment)
Jason's Deli (Achievement)	City of Coppell (Commitment)
Memorial Hermann Katy Hospital (Achievement)	Kohl's Digital Commerce Customer Care (Commitment)

Success Story



Baylor Heart and Vascular Hospital (BHVH), in Dallas, is a subsidiary of Baylor Health Care System. BHVH is a 64-bed acute care hospital that specializes in treating cardiovascular disease and related conditions, and in preventive health care.

Selected Results

- Levels above state and national standards in core quality measures of acute myocardial infarction, heart failure, and surgical care infection prevention
- Physician engagement results better than the parent organization and the national overall mean
- Customer service recognition for inpatient satisfaction for four consecutive years
- Top-box performance nationwide for the Hospital Consumer Assessment of Healthcare Providers and System satisfaction survey

AHCA/NCAL National Quality Award Winners in Texas

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.

Millbrook Healthcare and Rehabilitation Center (2015, Silver)

Sherman Healthcare Center (2015, Silver)

25 Bronze winners, 2016

10 Bronze winners, 2015