



Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

Baldrige in Illinois

- **23 Illinois applicants for the Baldrige Award (2005–2016)**
- **7 Illinois award applicants in 2013–2017 represent 2,669 jobs, 21 work locations, more than \$462 million in revenues/budgets, and an estimated 450,000 customers served.**
- **14 Baldrige examiners from Illinois volunteered over \$210,000 in services in 2017.**

Illinois National Role Models

Advocate Good Samaritan Hospital, health care, 2010

Community Consolidated School District 15, education, 2003

Motorola Inc., Commercial, Government, and Industrial Solutions Sector, manufacturing, 1988 and 2002

Success Story

 Advocate Good Samaritan Hospital

This acute-care medical facility in Downers Grove, Illinois, has evolved from a midsized community hospital to a nationally recognized leader in health care. “Good Sam,” as it is popularly known, is part of Advocate Health Care, named one of the 10 top Health Systems by Thomson Reuters. The hospital has a workforce of 2,700 associates, 450 volunteers, and 950 independent physicians representing 59 specialties. It has revenues of \$420 million.

Highlights

- Decrease from 0.73 to 0.25 in risk-adjusted mortality over 5 years
- Most preferred hospital and top choice for its main service offerings, according to a brand preference study of Good Samaritan Hospital and its closest competitors
- Better-than-top-decile levels of overall patient satisfaction
- 17% market share increase over 5 years
- 97th percentile for overall associate satisfaction

ILPEX Recognition Program

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

IMEC (www.ilpex.org) leverages the Baldrige Excellence Framework as a foundation for driving organizational improvement and innovation across the state of Illinois. By providing a range of hands-on, goal-oriented solutions in the areas of leadership; strategy; customer engagement; measurement, analysis, and knowledge management; operations; and workforce, IMEC leads organizations in their mission to improve business results and to create sustainable competitive futures. Through the ILPEX Recognition Program, IMEC celebrates the organizations committed to achieving enterprise excellence and sets them apart as a true class of distinction.

2012–2017 ILPEX Recognition Program Recipients

Advocate Lutheran General Hospital, Park Ridge (Gold)
American College of Healthcare Executives (Gold)
Illinois Municipal Retirement Fund (Gold)
Integrated Project Management (Gold)
United Cerebral Palsy Land of Lincoln (Gold)
Community Consolidated School District 93 (Silver)
Concentric AB (Silver)
Concentric Rockford, Inc. (Silver)
Health Research & Educational Trust (Silver)
HSHS St. Francis Hospital (Silver))

College of DuPage, Glen Ellyn (Bronze)
Concentric Itasca, Inc. (Bronze)
Elmhurst Hospital (Bronze)
Health Research & Educational Trust (Bronze)
HSHS St. Anthony's Memorial Hospital (Bronze)
National Express LLC (Bronze)
OSF St. Mary Medical Center (Bronze)
Saint Anthony Hospital (Bronze)
St. Elizabeth's Hospital (Bronze)
St. Mary's Hospital (Bronze)

Success Story



An international professional society of 40,000 healthcare executives, ACHE's mission is to advance its members and healthcare management excellence. ACHE offers the prestigious FACHE® credential, signifying board certification in healthcare management. ACHE's network of 78 chapters provides access to networking, education, and career development at the local level. ACHE is also known for its magazine, *Healthcare Executive*, and the annual Congress on Healthcare Leadership. Its publishing division, Health Administration Press, is one of the largest publishers of books and journals on health services management.

Selected Results

- 17% membership growth since 2010
- 10% growth in chapter education over 2 years
- 30% growth in the sale of print books over 2 years; 16% growth in digital book sales over 4 years

AHCA/NCAL National Quality Award Recipients in Illinois

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.

Ambassador Nursing & Rehab. Center (2017, Bronze)
Astoria Place Living & Rehab. (2017, Bronze)
Brighton Gardens of St. Charles (2017, Bronze)
Burgess Square Healthcare Centre (2017, Bronze)
Calhoun Nursing & Rehabilitation Center (2017, Bronze)
Church Creek (2015, Bronze)
Coulterville Health & Rehabilitation Center (2016, Bronze)
Dixon Rehabilitation & Health Care Center (2017, Bronze)
Evergreen Nursing and Rehab. Center (2016, Bronze)
Granite Nursing & Rehabilitation Center (2017, Bronze)
Grove of Evanston (2017, Bronze)
Hamilton Memorial Rehabilitation & Health (2017, Bronze)
Lakeland Rehabilitation & Healthcare Center
(2016, Bronze)

Lakeview Rehabilitation & Nursing Center (2017, Bronze)
Nature Trail Healthcare Center (2016, Bronze)
Resthaven Home of Whiteside County (2017, Bronze)
Southpoint Nursing & Rehabilitation Center (2017, Bronze)
Sunrise at Fountain Square (2015, Bronze)
Sunrise of Barrington (2017, Bronze)
Sunrise of Bloomingdale (2017, Bronze)
Sunrise of Palos Park (2015, Bronze)
Sunrise of Park Ridge (2017, Bronze)
Sunrise of Schaumburg (2017, Bronze)
Valley Hi Nursing and Rehab
Odin Health Care Center (2016, Silver)
Sunrise of Gurnee (2016, Silver)