

Baldrige Foundation Leadership Awards



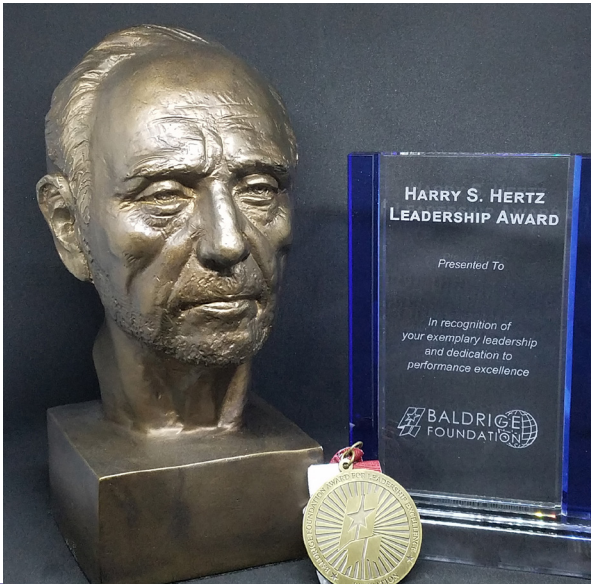
April 9, 2024



BALDRIGE FOUNDATION



The Baldrige Foundation is proud to recognize these transformational leaders as it presents the 2024 Foundation Leadership Awards.



Congratulations to the 2024
Baldrige Foundation Leadership Award recipients

**Thank you for your continued
commitment to excellence**



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LETTER FROM THE CHAIR

KATHRYN EGGLESTON



The Baldrige Foundation is privileged to honor its 2024 Leadership Excellence Award recipients. These recipients have demonstrated a significant and lasting impact through their role-model leadership and service within their respective organizations and beyond.

The E. David Spong Lifetime Achievement Award recognizes individuals who have provided truly outstanding service that has changed the world. Mary Bixby founded the Charter School of San Diego (CSSD) and has changed the lives of thousands of at-risk youths and their families, winning the Harry S. Hertz Leadership Award in 2017, and leading CSSD to win the Baldrige Award in 2015 and 2021.

The Harry S. Hertz Leadership Award recognizes role-model leaders that challenge, encourage, and empower their organizations to achieve performance excellence. We present the 2024 Hertz Leadership Award to Cindy Milrany, Chief Strategy Officer and Chief Administrative Officer for Baldrige Award-winning engineering firm, Freese and Nichols. Cindy has championed the Baldrige discipline at Freese and Nichols, where Baldrige has become a part of the very marrow of the organization, since 1996.

We present the Baldrige Foundation Awards for Leadership Excellence in the sectors of Business, Cybersecurity, Education, Government, Health Care, and Nonprofit. The Foundation is honored to recognize these recipients as having exemplified the enduring qualities of the Baldrige Framework through their exceptional leadership. This year, for the first time, following the lead of Congress in authorizing "Community" as a seventh sector of eligibility for the Baldrige Award, the Foundation is recognizing role-model Community leaders.

In addition, the Baldrige Foundation's Dr. Curt Reimann Baldrige Scholarship Fund is pleased to provide graduate students, recent graduates, and professionals with an opportunity to participate in Baldrige Examiner Training. We name two scholars for 2024.

As the Department of Commerce, NIST, and the Baldrige Program completed their review of Baldrige and introduced a reimagined Baldrige Award for the 2025 cycle, your financial support of the Baldrige Foundation is even more important, making it possible to continue our promotion of performance excellence in all sectors of the economy, our educational programs, and our awards.

Thank you for joining us today in celebrating the accomplishments of our 2024 recipients.

A handwritten signature in black ink that reads "Kathryn K. Eggleston". The signature is fluid and cursive.

Kathryn K. Eggleston, Ph.D.
Chair, Baldrige Foundation



*Inspiring the Next
Generation of Leaders*

We honor the Baldrige Foundation's 2024 Leadership Award Recipients.



FOUNDATION AWARDS

2024 Recipients

E. David Spong Lifetime Achievement Award

- Mary Bixby

Harry S. Hertz Leadership Award

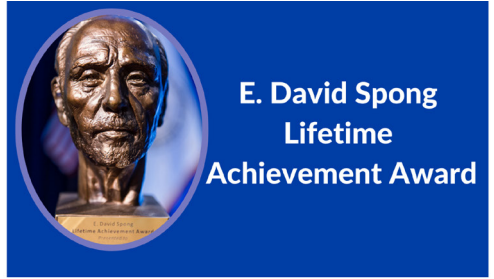
- Cindy Milrany

Foundation Awards for Leadership Excellence

- Heather Adkins, Cybersecurity
- Michelle Aregood, Health Care
- Brad Arkin, Cybersecurity
- Robert W. Cain, Business
- The Honorable Shelley Moore Capito, Government
- Manuel G. Castañeda, Community
- Julie Chua, Cybersecurity
- George Finney, Cybersecurity
- Raymond Floyd, Business
- Gregory T. Garcia, Cybersecurity
- Christel A.K. Gollnick, Community
- Carter Groome, Cybersecurity
- Kimberly A. Halfhill, Community
- Dr. Kathleen Hetherington, Education
- Barbara Jiménez, Community
- Tamara A. Johnson, Ph.D., Education
- Brian Lassiter, Community
- Kevin Lee, Nonprofit
- The Honorable Robert L. Livingston, Government
- Molly McGovern, Community
- Michelle Mejia, Community
- Lori Persohn, Health Care
- Paul Rosenfeld, Health Care
- Mari Rose Savickis, Cybersecurity
- Jill Schwieters, Nonprofit
- Anthony C. Stanowski, Education
- Theresa Sullivan, Health Care
- Ashley R. Vertuno, Health Care
- Steve Wenger, Community

Dr. Curt Reimann Baldrige Scholarship

- Magnus Ekwunife
- Julie Hall





America's Best Investment

President & CEO Circle of Excellence

ABOUT THE CIRCLE OF EXCELLENCE

The President & CEO Circle of Excellence is a giving and recognition circle for Presidents and CEOs. These leaders are supporting the Baldridge Foundation and America's future by stepping into the circle where excellence is not just pursued, but achieved.

Your participation in the President & CEO Circle of Excellence will not only bolster our support for the Baldridge program, but also significantly contribute to the advancement of the Institute for Performance Excellence and our advocacy efforts.

THANK YOU TO OUR INAUGURAL MEMBERS!

- | | |
|----------------|-------------------|
| Jo Ann Jenkins | Suresh Nirody |
| Mark Blazey | Randall Rollinson |
| Sandy Goodman | Ken Cohen |
| Pamela Tripp | Irene Chavez |
| Jayne Pope | |

JOIN TODAY



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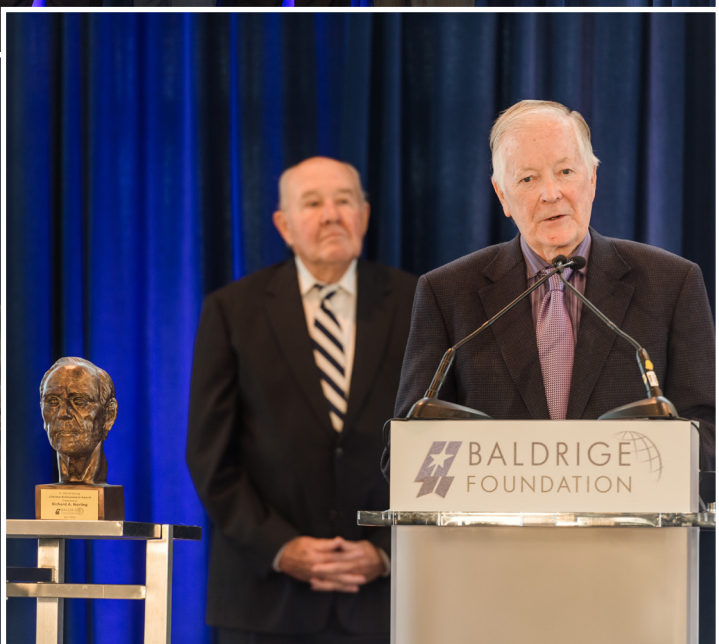
Legacies of Leadership

E. David Spong

Spending his career of more than 40 years in the private sector, Dr. E. David Spong is the first person to lead organizations to the Baldrige Award in two sectors. David has led organizations to a total of seven state and three national quality awards; including the Australia Business Excellence Award. He has been a Baldrige leader at the state and national level, and a tireless advocate for Baldrige.



2023 Spong Award Recipients Lowell C. Kruse and Richard A. Norling



E. David Spong Lifetime Achievement Award

MARY BIXBY

The E. David Spong Lifetime Achievement award recognizes individuals who have performed truly extraordinary service that has changed the world, and inspired others to do the same. The 2024 recipient of the Spong Award is Mary Bixby, Superintendent of School Services and Founder of The Charter School of San Diego (CSSD). She led CSSD to receive the Malcolm Baldrige National Quality Award twice (2015 and 2021), and was previously named by the Foundation as recipient of the Harry S. Hertz Leadership Award in 2017.



“Mary is a transformational leader who has made a difference in the lives of tens of thousands of at-risk students,” said Al Faber, President and CEO of the Baldrige Foundation. “For her entire career Mary has applied and championed the Baldrige Criteria to plan and establish futuristic alternative educational settings that cater to individual student needs, improving their opportunities and their lives. There are a great many lessons to be learned from a leader like Mary Bixby.”

“People often ask me what it takes to live a life of great achievement,” said Bixby. “Is it just plain hard work, caring passionately about a specific vision, understanding what it takes to be strong and bold, ethical, trustworthy? Is it team-building and strategic planning, research, learning how to use data to inform your work? Is it possessing great knowledge and expertise, a unique set of skills, an engaging personality, a shrewd sense of being in the right place at the right time?”

“It is probably all those,” Bixby continued, “plus other important elements that there just is not room to mention here. If one is speaking of a lifetime of achievement, then I hope it is obvious that no one starts out with all these fantastic lessons learned and operative as soon as one presumes to think of themselves as a leader. The journey is long and filled with moments of great joy and celebration and those of deep sorrow.”

“I have found that the hardest thing to deal with is disappointment. You may work very hard with others only to find they do not share your enthusiasm or see your vision, or even worse not value concrete results that demonstrate success. Leadership is a challenge and yet for even the youngest people I work with it is a desire to do good, positively affect other peoples’ lives, and to make a difference. Most leaders I know wish to impact the future in their own unique way.”

“We are living in an era when organizations are facing some of their most complex and difficult challenges,” said Faber. “As demonstrated by the refocussing of the Baldrige Award, resilience, sustainability, and long term success are becoming the watchwords of modern leadership and management. These are traits that Mary Bixby has long brought to her leadership approach.”

“All leaders in America have an immense task that confronts them every day,” continued Bixby. I have had the privilege for many years to share and work with owners and leaders of small, medium, and large companies. I have found that no one, no matter what sector they are engaged in, is spared thinking and planning around conditions moved by American productivity, geopolitics as it affects supply chains and regulation, uncertain fiscal circumstances, highly charged social issues, and most critically, education, health, and climate trends radically impacting our lives.

“Today, leaders of all generations have a responsibility for moving organizations toward resilient and sustainable futures,” concluded Bixby. “Now more than ever there has to be a melding of thought and practice that builds on experience, wisdom, and vibrant innovation. We are lucky to be surrounded by eager, technically savvy, well-suited younger leaders desperate to make a difference. Mature leaders working with new leaders must endeavor to develop organizational cultures carefully crafted for a new creativity that assures resilience and sustainability is deeply rooted in quality performance and excellence developed to endure many years to come.”

CONGRATULATIONS

*from the
California Council for Excellence*



MARY SEARCY BIXBY

2024 E. DAVID SPONG LIFETIME ACHIEVEMENT AWARD RECIPIENT

Legacies of Leadership

Harry S. Hertz

Dr. Harry S. Hertz served as Director of the Baldrige Performance Excellence Program for 18 years until his retirement in 2013. In 1998, Dr. Hertz led the effort to expand the Malcolm Baldrige National Quality Award with the addition of the health care and education sectors, and the addition of the nonprofit/government sector in 2005. Dr. Hertz is credited for keeping the Baldrige Excellence Framework relevant in a changing world.



2023 Hertz Award Recipient MG John C. Harris



Harry S. Hertz Leadership Award

CINDY MILRANY

Cindy Milrany, Chief Strategy Officer and Chief Administrative Officer at Freese and Nichols, plays a pivotal role in steering the engineering consulting firm toward excellence. She spearheads its strategic planning, champions its Baldrige journey, and oversees Strategic Services, Business Technology, and Marketing. During her 40 years at Freese and Nichols — including 30 years as CFO — her leadership has been instrumental in integrating customer-centric systems across the company's operations, showcasing a commitment to excellence that upholds the standards of the Baldrige Foundation and the Baldrige Leadership Principles.



"I've been a champion of Freese and Nichols' Baldrige Journey since 1996," said Milrany. "The Baldrige Framework is not just the backbone of our daily business operations at Freese and Nichols, but it's also a testament to our resilience. It is intricately woven into all our activities, fostering a culture that prioritizes long-term success. I am convinced that it's a key contributor to our steady growth and profitability over the years. The results have been substantial and real."

"Since we embarked on our Baldrige journey, we have seen great efficiencies in our operations. Milrany continued. "Our growth has been impressive, averaging 11.7% since 1996, resulting in revenues increasing from \$13 million to \$300 million. What is more, our downturns have been less severe and less extensive. We have also seen a significant increase in employee engagement and high client satisfaction survey results that we have sustained for decades."

"Our employees, who have wholeheartedly adopted our principles, apply what they've learned to benefit our clients, professional organizations, and the communities we serve," added Milrany. "I've helped various entities, such as cities, school districts, water districts, and non-profits, in striving for performance excellence within their own fields. I'm honored to share the Baldrige Framework to help them improve their performance and become better organizations."

"Leadership at Freese and Nichols is not just about building a team, but about creating a legacy," Milrany said. "I am fortunate to lead a supportive and collaborative team, composed of exceptionally talented individuals whose abilities have been instrumental in achieving our collective goals. However, true leadership extends beyond hiring the right people. It involves a commitment to their continuous improvement, investing time in mentoring and developing them. It also involves succession planning, ensuring that knowledge and experience is passed on, securing the future of our organization."



Freese and Nichols
congratulates the recipients of the
**2024 Baldrige Foundation Award
for Leadership Excellence**



freese.com



Anthony Stanowski, DHA, FACHE
President & CEO

Congratulations
Anthony Stanowski

**2024 Baldrige Foundation Award
for Leadership Excellence Recipient**

On behalf of the CAHME Board of Directors and Staff, we congratulate you Anthony, on this prestigious achievement! Thank you for your dedication to CAHME and for all you do to advance the quality of healthcare management education.



Foundation Awards for Leadership Excellence

2023 Recipients of the Foundation Awards for Leadership Excellence



Foundation Awards for Leadership Excellence

HEATHER ADKINS • Cybersecurity



Vice President of Security Engineering, Google

"It is an honor to be a recipient of the Baldrige Foundation Award for Leadership Excellence in Cybersecurity. I have dedicated my career to securing Google, but more importantly to also help secure the wider online ecosystem. Seeing the security space be recognized on such a prestigious platform is a testament to how far we have come as a society in understanding its impact. We are at an intersection of exciting new technologies and increasing threats, so efforts being made like that of this foundation are critical in further strengthening our collective security across everything from businesses to governments. We are stronger together, and I am proud to be named a recipient alongside so many talented peers."

MICHELLE AREGOOD • Health Care



Director of Quality Assurance, Southcentral Foundation

"I feel incredibly thankful and a bit overwhelmed to receive the 2024 Baldrige Foundation Award for Leadership Excellence. This recognition reflects collective teamwork, guidance from mentors, as well as my own path of learning and growth. It is a demonstration of the awesome individuals I am lucky to work alongside, committed to the Baldrige Framework of ongoing excellence, and continuous improvement. It highlights how much we have grown, learned, and achieved together.

We depend on each individual's contribution to our shared work product as a core value while we tackle unique challenges. We embrace "different," innovation, and understand change requires adaptability coupled with empathy and loads of humor, and sometimes you lead, but most often you follow.

I celebrate this achievement with every person I work with who carries the seriousness of our job while sharing so much of themselves and remaining dedicated to exceeding the needs of customers and stakeholders."

Foundation Awards for Leadership Excellence

BRAD ARKIN • Cybersecurity



Chief Trust Officer, Salesforce

Brad Arkin is a prominent figure in the field of cybersecurity, known for his significant contributions to enhancing digital security and privacy. Serving in leadership roles at major technology companies, including Adobe, Cisco, and Salesforce, Arkin has been instrumental in developing and implementing comprehensive security strategies that protect millions of users worldwide. He is especially recognized for pioneering the concept of proactive security measures, moving beyond traditional reactive approaches to address potential threats before they materialize. Under his guidance, initiatives such as Adobe's Secure Product Lifecycle have been developed, embedding security into every stage of software development, and ensuring robust protection against cyber threats. Arkin's advocacy for transparency and collaboration in security practices has also fostered a more open dialogue between software companies, security researchers, and users, leading to safer and more resilient digital environments. His work continues to shape the landscape of cybersecurity, emphasizing the importance of forward-thinking and innovative approaches to safeguarding digital infrastructure.

ROBERT W. CAIN • Business



SVP and CIO North America, Schneider Electric

"I would like to sincerely thank the Baldrige Foundation for this incredible honor. I am deeply humbled to receive the Leadership Excellence award. I share this recognition with my team whose hard work and dedication has been the driving force behind our successes at Schneider Electric.

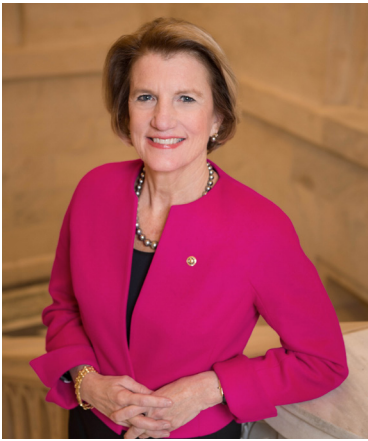
The Baldrige Framework is integral to my personal leadership philosophy and how we work as an organization. Transformation in alignment with our company purpose and mission takes immense planning and constant recalibration and leading a complex transformation takes agility, patience, and trust.

The role of the modern CIO is converging between business and technology, and a priority of mine is to put a larger emphasis on our customers. I look forward to working with our business leaders at Schneider Electric to continuously improve our customer experience."



Foundation Awards for Leadership Excellence

HONORABLE SHELLEY MOORE CAPITO • Government



U.S. Senator from West Virginia

"I am incredibly honored to receive The Baldrige Foundation's Award for Leadership Excellence in Government for 2024. The Baldrige Foundation and the Baldrige Program at NIST have consistently helped drive innovation across our country that improves the quality of life for Americans. I subscribe myself to the principles of continuous improvement, higher accountability, steadfast collaboration, and sound leadership as well, which I know are core principles of the Foundation. The people of West Virginia and our country work hard every day, support their families, and contribute to their communities, and they

expect their leaders to do the same. This responsibility motivates me to serve West Virginians and Americans through my work in the Senate to the best of my ability, and secure needed solutions and resources they rely on to be successful."

MANUEL G. CASTAÑEDA • Community



Associate & Faculty, Communities of Excellence 2026

"I have experienced firsthand how a collaborative, systems-based approach that brings diverse voices together can have such a positive impact on community work and outcomes. It has been a privilege to work with outstanding community groups and organizations that have recognized the interconnectedness of the challenges we face in communities, and through community engagement and with the support of the Baldrige-based Communities of Excellence Framework, forged innovative, inclusive solutions. The success many communities have had underscores the importance of community leadership in steering

these efforts and in turning vision into impactful action. We all can choose to be community leaders. Community leadership is not always about grand gestures but the small, consistent acts of kindness that create a ripple effect. By offering a kind word, listening to different ideas and perspectives, extending a helping hand, or actively participating in community initiatives, we show we care about people, and we forge connections that transcend differences and strengthen the bonds that bind us."



Harper College®

Congratulations

Dr. Tamara A. Johnson

Harper College congratulates Dr. Tamara A. Johnson on receiving the 2024 Baldrige Foundation Award for Leadership Excellence in the Education Sector! Your service to our institution is inspiring, appreciated, and transformational.



Harper College enriches its diverse communities by providing quality, affordable and accessible education. Harper College, in collaboration with its partners, inspires the transformation of individual lives, the workforce and society. For more information about Harper College and employment opportunities, please visit our website at www.harpercollege.edu.

Southcentral Foundation's

Nuka Conference

June 24-28, 2024



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Congratulations

Kevin Lee, President and CEO

Foundation Award for Leadership Excellence - Nonprofit

Mid-America Transplant has benefited from our implementation of the Baldrige Framework as we work to build a world where organs and tissues are always available to those in need. Thank you, Kevin, for being a champion of organ, eye, and tissue donation through your commitment to performance improvement. You are made for the mission!

Foundation Awards for Leadership Excellence

JULIA CHUA • Cybersecurity



Director, Governance, Risk Management, and Compliance (GRC), U.S. Department of Health and Human Services

"I am humbled to receive the Baldrige Foundation Award for Leadership Excellence in Cybersecurity. It is a privilege being among current and past award recipients, most of whom are colleagues and peers who I respect and admire for their dedication and commitment as leaders in cybersecurity and in the Healthcare and Public Health sector. Cybersecurity in healthcare is complex and I am lucky to be surrounded by leaders who are driven to ensure our patients are safe and receive the care they need when they need it. For our sector, Cyber Safety is Patient Safety. I believe that purposeful leadership is about inspiring

those around you towards accomplishing common goals that ultimately helps achieve your organization's mission, and by extension meets the needs of the communities you serve. Leadership is also about providing an environment where our teams can thrive, continue working on their passion, and feel that they (and their work) are valued, supported, trusted, and seen. This is true of the Baldrige criteria that focuses on customers, workforce, purpose, and leadership. This approach allows for continuous improvement, education, and learning from your peers, workforce, and stakeholders—truly Excellence in Leadership!"

GEORGE FINNEY • Cybersecurity



CSO, Southern Methodist University

"Receiving the Baldrige Foundation Award for Leadership Excellence in Cybersecurity is a profound honor that deeply resonates with my commitment to fostering a more secure future. Working together as a community is the only path for being cybersecurity and the Baldrige Foundation commitment to excellence is a core part of this mission. This esteemed recognition not only validates the dedication and perseverance of our entire team but also underscores the pivotal role of higher education in shaping the future of cybersecurity. I am humbled and inspired to continue advancing excellence in cybersecurity leadership, ensuring the integrity and security of

our educational ecosystem for generations to come."

Foundation Awards for Leadership Excellence

RAYMOND FLOYD • Business



Consultant to Private Equity, Operational Excellence for Special Situations

"In my role with Exxon Chemical at that time, I was often in the room with the industrial leaders who created this initiative and supported Congress in enacting the Baldrige Legislation. The original intent of Baldrige was to recognize national role models of operational excellence that others would follow, enhancing the international competitive capabilities of American industry. The recent redesign of the Baldrige Program to refocus on recognizing world-class role models as a North Star for American industry is a remarkable achievement. The

redesign also greatly improved the application process, focusing on sustainable, resilient achievement and substantially reducing the burden of participating. The Baldrige Program is an important part of America's industrial infrastructure, and I am eager to see our finest industrial organizations participate again."

GREGORY T. GARCIA • Cybersecurity



Executive Director, Health Sector Coordinating Council Cybersecurity Working Group

"I thank the Baldrige Foundation for this meaningful recognition of the Award for Leadership Excellence. As a young professional in 1988, I recall anticipating with much of the American business community the announcement of the first Malcolm Baldrige National Quality Award, when U.S. industry was working to regain its global competitive edge. Since then, I have tried to walk the talk of Baldrige leadership excellence in my multifaceted career serving our national, economic, and homeland security. From cybersecurity leadership

positions in information and communications technology, financial services, Congress, the U.S. Department of Homeland Security as the Nation's first Assistant Secretary for Cybersecurity and Communications, and now health care, I hope that I have helped guide the mission of cybersecurity as a shared, collective responsibility of public service. Whether we are protecting the cyber safety of our individuals, organizations, or critical infrastructures, the Baldrige Foundation recognizes the symbiotic interdependency between individual and national excellence."

Foundation Awards for Leadership Excellence

CHRISTEL A.K. GOLLNICK • Community



**Founder and President, JUPER Communications/
Founder, Roots & Rounds, Associate and Faculty, COE
2026 and Navigation Team, Maximize NWMO**

"It has been an honor to be involved in adapting the Baldrige criteria for the complexity of community leadership and facilitating collaborative learning through the Communities of Excellence Framework. Encouraging leaders from all sectors to align and act together better to further their shared interests in communities of all sizes from coast to coast has been a challenging and gratifying experience. Working with so many passionate and intelligent people who genuinely care about the future of their communities

and our country is a joy. Recognition of this work through the Baldrige Foundation Award for Leadership Excellence in the Community Sector is validation that persistent, patient positivity, the inclusion of all perspectives in decision-making, and investing in multi-generational leadership development are critical for modeling how to improve the vitality, quality, and sustainability of the places where they live, learn, work, and play in America. Thank you!"

CARTER GROOME • Cybersecurity



Chief Executive Officer, First Health Advisory

"It is a distinct honor to receive the Baldrige Foundation Award for Leadership Excellence in Cybersecurity. Malcolm Baldrige's spirit of aligning teams to deliver exceptional results is embedded in the never-ending effort to combat cyber threats. Recognition by the preeminent performance excellence foundation must be shared with all the dedicated individuals in the health care and public health sector who care deeply about protecting patient safety, community well-being, and national security. As cybersecurity becomes a business imperative, I am grateful to the Baldrige Foundation for leading that transition

while bringing awareness to the benefits of best practice and cultural change that all leaders must embrace."

Congratulations

to

The Honorable
Shelley Moore Capito,
U.S. Senator from West Virginia,
for being honored with a
Baldrige Foundation Award
for Leadership Excellence.
Your support and leadership
in the pursuit of excellence
have been instrumental
in improving health care quality
and access to the citizens
of West Virginia.



Congratulations!

Mary Bixby

Superintendent School Services and Founder



The Charter School of San Diego Board, Faculty, and Staff extend their heartfelt congratulations to Mary Searcy Bixby for being honored as the distinguished recipient of the *E. David Spong Lifetime Achievement Award*.

We commend her on her tireless leadership which has propelled The Charter School of San Diego to the pinnacle of educational excellence, creating an environment where both students and staff are offered opportunities to thrive.

Foundation Awards for Leadership Excellence

KIMBERLY A. HALFHILL • Community



Founder, KH Consulting and Associate and Faculty Member, Communities of Excellence 2026

“It is an honor to be a recipient of the 2024 Baldrige Foundation Award for Leadership Excellence. I am thrilled to receive this award alongside remarkable community leaders who have been pivotal in advancing the adoption of the Communities of Excellence Framework. The Baldrige approach is a powerful tool to support communities on their journey to becoming thriving and resilient. This is a moment to celebrate the dedication of countless individuals pursuing that vision through local community excellence groups around the nation.

It is truly a joy to be involved in this work not only in my hometown but in other communities, as well, through the Communities of Excellence 2026 National Learning Collaborative. I am deeply appreciative of the Baldrige Foundation for championing the pursuit of excellence in communities and organizations.”



Congratulations to the 2024 Baldrige Foundation Leadership Award winners for commitment to excellence and exemplary leadership in their fields.

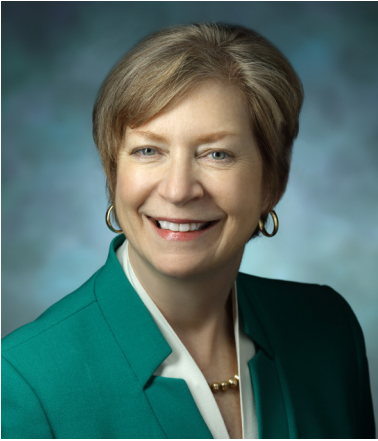
Thank you to the Baldrige Program for continuing to inspire organizations to thrive through innovation!

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NUKA SYSTEM OF CARE



Foundation Awards for Leadership Excellence

DR. KATHLEEN HETHERINGTON • Education



President Emeritus, Howard Community College

“I am thrilled and honored to receive the Baldrige Foundation Leadership Excellence Award in Education for 2024. Howard Community College’s Baldrige journey began 14 years prior to our winning the Baldrige Award in 2019. During that time, the Baldrige principles provided a framework for the College to constantly strive to meet our mission of “Providing Pathways to Success” for our students. Our processes were laser-focused on achieving our strategic goals. With each year, our metrics continued to improve, and we saw increases in student retention and graduation rates. The outstanding faculty, staff, and trustees’ focus on excellence resulted in the College becoming the third community college in the United States to receive the award. I was proud to lead Howard Community College on the Baldrige journey and appreciate this very special honor.”

BARBARA JIMÉNEZ MPH • Community



Community Operations Officer, County of San Diego Health and Human Services Agency

For over 34 years, Ms. Jiménez has overseen the management and delivery of social and human services throughout San Diego County. She serves as the Community Operations Officer for the County of San Diego Health and Human Services Agency, Department of Homeless Solutions and Equitable Communities (HSEC) and oversees an annual budget of over \$82 million. Ms. Jiménez leads by example—as demonstrated by her passion for working alongside community partners, both countywide and binationally. Under her leadership, HSEC ensures County services are accessible to under-resourced and vulnerable groups, immigrant and refugee communities, and people at risk of or experiencing homelessness. She upholds ongoing performance excellence through operational efficiency, data use to inform program planning, and the coordination of key services to drive economic inclusion, poverty reduction, and community engagement. Ms. Jiménez is committed to ensuring access and equity among all San Diegans and embodies the County’s vision of a just, sustainable, and resilient future for all, as well as our ongoing commitment to the regional Live Well San Diego vision of healthy, safe, and thriving communities.



Foundation Awards for Leadership Excellence

TAMARA A. JOHNSON, PH.D • Education



**Vice President of Diversity, Equity and Inclusion,
Harper College**

"I am honored to be recognized by the Baldrige Foundation for my dedication and contributions to higher education. Foundations like Baldrige ensure that we acknowledge the impact of those who work diligently to expand access and opportunity across all sectors for the most marginalized populations. I especially appreciate this recognition as it amplifies the very difficult work of diversity, equity, and inclusion that is fundamental to the fabric of our institutions. As we prepare our next generation of leaders to elevate their standards, embracing Baldrige's vision and values provides a great model of service excellence."

BRIAN LASSITER • Community



President, Performance Excellence Network

"I believe in Baldrige because – quite simply – it works. With the intentional, unwavering use of Baldrige, I have seen businesses, healthcare organizations, educational institutions, and nonprofit and governmental agencies grow, thrive, better execute their missions, and better achieve and sustain their desired outcomes. And, more recently, I have seen the impact of Baldrige in helping communities collaboratively address challenges and improve outcomes related to health, education, economic vitality, and quality of life. Based on decades of evidence, Baldrige is the most effective way to optimize resources, manage organizations and communities, and improve and sustain better outcomes. I am honored to receive the Foundation's Leadership Excellence Award, and I am grateful to be part of this growing, thriving community of leaders truly committed to performance excellence. I am proud of my 30 year involvement in the Baldrige community, but in many ways, I feel like my work is just beginning."

Foundation Awards for Leadership Excellence

KEVIN LEE • Nonprofit



President and CEO, Mid-America Transplant

"Mid-America Transplant is working to build a world where organs and tissues are always available to those in need, and the Baldrige Framework has guided how we do this. I am grateful that my colleagues Diane Brockmeier and Linda Martin introduced Mid-America Transplant to Baldrige over 20 years ago. Since then, Baldrige has helped us create a culture of continuous improvement.

We are fortunate to have a team of intellectually curious and committed lifelong learners who work with passion and dedication every day, so we can maximize organ and tissue donation through process improvement. It is a privilege to work alongside this team as we pursue excellence – because when it comes to lifesaving transplants, we won't rest until no one is waiting."

THE HONORABLE ROBERT L. LIVINGSTON • Government



Former Member of Congress and founder of The Livingston Group

"As one who has worked with the Baldrige Foundation for several years, I have always been impressed by the professional encouragement to excellence that the Foundation has instilled in applicants for the Baldrige Award. To have received recognition from the Foundation myself is a much appreciated surprise. I am delighted to accept this high honor."

Foundation Awards for Leadership Excellence

MOLLY MCGOVERN • Community



City Manager, City of Excelsior Springs, MO

“Embracing the Baldrige Framework and participating in Communities of Excellence reflects a deep commitment to improving our community and effective leadership. As City Manager of Excelsior Springs, adopting the framework shows our dedication to structured improvement and collaboration. Addressing significant issues like housing, health, and economic vitality demands teamwork and long-term vision. The Baldrige Framework provides a roadmap for excellence, while Communities of Excellence offers valuable mentorship and support. Receiving recognition for our efforts is not just an

honor but also motivates us to keep working. Through collaboration involving the city, hospital, businesses, and citizens, we aim to make tangible, lasting changes. The journey ahead may be challenging, but with determination and the guidance of the framework, we believe in the potential for meaningful transformation within Excelsior Springs.”

MICHELLE MEJIA, MAA • Community



**Health Promotion & Strategic Partnership Consultant,
West Kendall Baptist Hospital**

“I am thrilled and humbled to have been selected as a recipient of this year’s Baldrige Foundation Award for Leadership Excellence in the Community Sector. For over a decade, I have helped lead the efforts to bring a community together to address its challenges and together, craft sustainable solutions. Healthy West Kendall (HWK) was selected as one of the inaugural communities to participate in COE. Together with other communities from across the United States, our collective results were used to demonstrate the enormous value

of incorporating quality and continuous improvement to bring about meaningful change. This led ‘Community’ to be added as the seventh sector of the Baldrige National Quality Award. HWK benefited immensely from solid and shared leadership and a laser focus on results. To the visionary leaders that dreamed and worked relentlessly to add this new sector, communities all across America are grateful and indebted to you. Thank you for building America’s tomorrow.”

Foundation Awards for Leadership Excellence

LORI PERSOHN, MSN, RN, NE-BC • Health Care

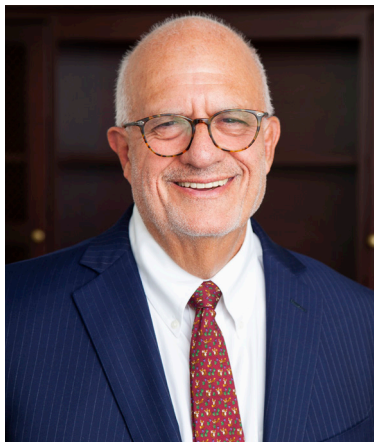


**VP Patient Services and Chief Nursing Officer,
Memorial Hospital and Health Care Center**

"I am truly honored to receive the Baldrige Foundation Award for Leadership Excellence in Health Care. With this honor, I want to thank Memorial Hospital and Healthcare Center for making the strategic decision to embark on our journey to excellence and adopt the Baldrige Performance Excellence Framework. Baldrige has also been a significant driver in my professional career. The majority of my nursing career has been in leadership where I have witnessed many failed attempts at programs to achieve excellence – Baldrige is the real deal and very simply stated, 'it works!' The process categories and focus on results drive change and allow

organizations to position themselves for success and sustainability. I have also had the privilege of serving as an examiner as well as my organization being named a Malcolm Baldrige National Quality Award recipient. Being a part of Baldrige has been rewarding and has allowed me to watch the transformation of organizations who embrace the framework. It is our duty as leaders in Baldrige organizations to promote and sustain the adoption of a performance excellence framework that truly makes a difference for our patients and the communities we serve."

PAUL ROSENFELD • Health Care



**Executive Director of Rutland Nursing Home,
Schulman & Schachne Institute, Kingsbrook Jewish
Medical Center**

"On behalf of the One Brooklyn Health (OBH) team, I am honored to receive the Baldrige Foundation Award for Leadership Excellence in Health Care. Thank you to the Baldrige Foundation for your unwavering commitment to setting the standard of excellence and affecting positive change. At One Brooklyn Health, we have embraced the Baldrige Quality Framework on our journey to ensure that everyone can achieve optimal health in East and Central Brooklyn. As a safety net health system, we

are committed to our mission of providing greater access to high quality medical care. Too often the children and young adults of Brooklyn have been placed in long-term care geriatric nursing homes, sometimes out of state, where they have failed to thrive. We are particularly proud that we have successfully brought children back home to receive care in their community. Our OBH team has created a continuum of care from infants to young adults creating a regional center of excellence. I am truly grateful for the opportunity to work with such an extraordinary team at OBH and I thank them for supporting me on this journey."



Foundation Awards for Leadership Excellence

MARI ROSE SAVICKIS, MPA • Cybersecurity



Vice President, Public Policy, College of Healthcare Information Management Executives

“Receiving the Baldrige Foundation Award for Leadership Excellence in Cybersecurity has been a humbling experience. It follows years of collaboration with health care providers, industry, federal partners, and lawmakers grounded in the unifying principle that cybersecurity is patient safety. This has been a team-focused endeavor, and I am pleased to accept this award acknowledging that public policy and advocacy is a team sport. The College of Healthcare Information Management Executives (CHIME) has endeavored to elevate

the needs of the health care sector ardently working alongside our partners to improve our ability to protect patients, their data, and lessen the burden on our nation’s providers and clinicians. The Baldrige Foundation has been instrumental in increasing awareness around cybersecurity and the Baldrige Excellence Framework and their pursuit of excellence.”

JILL SCHWIETERS • Nonprofit



Health Care Executive & Entrepreneur

“In health care, quality and service are fundamental to exemplary leadership. The values of the Malcolm Baldrige approach serve as the cornerstone of great leadership. As leaders, it is a privilege to cultivate talent, drive exceptional outcomes, and inspire potential. The Baldrige Framework empowers us to navigate health care’s dynamic landscape, fostering sustainable solutions through both tools and processes. Leadership entails achieving excellence in quality, people management, and organizational impact—an honor amidst challenges. Over time, I have come to realize that great

leaders set the vision, listen, guide, and keep learning, while our teams achieve the results. The Baldrige methodology provides a roadmap for success, inspiring leaders to recognize and encourage progress along the journey toward excellence.”

Foundation Awards for Leadership Excellence

ANTHONY C. STANOWSKI, DFA, FACHE • Education



President & CEO, Commission on Accreditation of Healthcare Management Education

"I am honored to accept the Malcolm Baldrige Foundation Award for Leadership in Education and do so on behalf of the CAHME team. Thanks to the CAHME Board of Directors in promoting quality improvement and innovation in education. Thanks to the more than 250 volunteers each year who serve on committees or as site visitors. Thanks to our staff, donors, sponsors, suppliers, and the dedicated faculty in our accredited programs who make the magic happen. Combined, CAHME is dedicated to our mission to advance the quality of health care management education. Through CAHME, the considerable expertise contributed by practitioners and peer academics ensures that students are better prepared to lead in health care. The purpose of the Baldrige Foundation is to continuously improve quality of life. This is what health care and education are all about. Thank you to the Baldrige Foundation for highlighting CAHME in our common agenda, and for inspiring performance excellence in all sectors."

THERESA SULLIVAN, MBA, FACHE • Health Care



Chief Executive Officer, Samaritan Healthcare

"To receive the Baldrige Foundation Award for Leadership Excellence is both very humbling and an incredible honor. While I humbly receive this award, I really receive it on behalf of my fellow Samaritan Healthcare family members and the community we serve. As a leader, I cannot accomplish much without many other people—all of the dedicated Samaritan employees, physicians and providers and supportive community. Over my years in health care, I have seen the positive impact of the Baldrige Excellence Framework on a number of organizations. It is an honor to be counted among the leaders and organizations recognized by the Baldrige Foundation. Grounded in the belief that rural communities should have equal access to health care with an exceptional patient experience, Samaritan Healthcare has embarked on a several year journey of transformational change. The result has been significant growth in the availability of local health care services, advancement in patient quality and safety, as well as the addition of advanced patient care technologies. With all of the growth, a new replacement hospital is expected to open its doors to the community in early 2026."



Foundation Awards for Leadership Excellence

ASHLEY R. VERTUNO, FACHE • Health Care



Chief Executive Officer, HCA Florida JFK North Hospital

"Receiving the Baldrige Foundation Award for Leadership Excellence Health Care is a profound honor, symbolizing not just personal achievement, but a steadfast commitment to community service and excellence in health care. To me, this award embodies a relentless pursuit of achieving excellence through quality, innovation, and compassionate leadership. This recognition fuels my dedication to elevate standards, inspire change, and continue making a meaningful impact beyond the health care sector. It is a testament to the power of visionary

leadership in forging paths that others can follow, and achieving this is only possible through commitment to every team member and every patient. As I have learned from my mentors, I will continue to bring forth the vision of the Baldrige Foundation to inspire others to achieve excellence in all they do with pride and societal responsibility."

"Excellence is never an accident." – Aristotle

STEVE WENGER • Community



Navigation Team Member, Maximize Northwest Missouri

"It is an honor to receive the Baldrige Foundation Award for Leadership Excellence. Baldrige principles have been part of my life since the early 1990s when Heartland Health began its journey to excellence and culminating with a Malcolm Baldrige National Quality Award in 2009.

Thanks to my friend and former Heartland CEO Lowell Kruse, in 2012 a second Baldrige experience presented itself in the form of Communities of Excellence 2006. The journey has not been for the faint hearted, but nothing worthwhile ever is.

I am grateful to the Community Foundation of Northwest Missouri, my Maximize NWMO leadership teammates, as well as COE Executive Director Stephanie Norling for her steadfast leadership.

As the year 2026 approaches, America is at a tipping point, and Communities of Excellence offers a path toward advanced citizenship, resiliency, and community success within a vibrant and functional democracy. My hope is that we are wise enough to seize the opportunity."

Foundation Awards for Leadership Excellence

Celebrating Excellence: Congratulations, Jill Schwieters!



Surgical Directions would like to congratulate Jill on her Leadership Excellence Award. Her dedication to excellence in healthcare leadership and entrepreneurship is unparalleled and we are proud to have her guiding our organization and clients!



HEADQUARTERS:
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New York, NY 10020
Tel: (212) 697-1000

Citrin Cooperman proudly congratulates **Mary Searcy Bixby** for receiving the **2024 Baldrige Foundation Award for Leadership Excellence**



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KEY DATES FOR THE 2025 AWARDS CYCLE

Nomination Window Opens	April 15, 2024
Nomination Window Closes	September 30, 2024
Recipients Announced	January 2025
Awards Luncheon	April 1, 2025 at the 36 th Annual Quest for Excellence® Conference

For more information on the eligibility, nomination, and selection processes, go to baldrigefoundation.org or contact the Foundation Awards Administrator at awards@baldrigefoundation.org.

Dr. Curt Reimann Baldrige Scholarships are funded entirely through donations to the Reimann Scholarship Fund. The scholarships pay for recipients to attend Baldrige Examiner Training. To help fund future scholars, please follow this link on the Foundation website to donate today.

<http://baldrigefoundation.org/reimann>

Congratulations LORI PERSOHN



2024 Baldrige
Foundation Award for
Leadership Excellence

Thank you, Lori, for your guidance and leadership at Memorial Hospital and Health Care Center. Your dedication to our mission helps us to make a difference in our patients' lives every day.

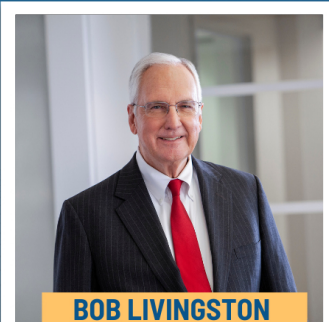
MEMORIAL HOSPITAL
And Health Care Center

Congratulations

To all my fellow 2024 Baldrige Foundation Award
for Leadership Excellence Recipients:

The Honorable Shelley Moore Capito and all of the Business, Non-Profit, Education, Health, Community, and Cybersecurity Awardees

Bob Livingston



BOB LIVINGSTON
Founding Partner
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EXCELLENCE PROVIDES HEALING TODAY AND HOPE FOR TOMORROW.

A culture of continuous improvement requires innovative solutions to complex challenges, visionary leadership and operational excellence. It's what transforms great organizations into exceptional ones. It's how missions are achieved.

The Center for Organ Recovery & Education (CORE) is proud to be a 2019 Malcolm Baldrige National Quality Award recipient, and credits our performance excellence journey in helping us **Save** and **Heal** lives organ, tissue and cornea donation.

Congratulations to this year's winners on their remarkable achievement.

Legacies of Leadership

Curt Reimann

Dr. Curt Reimann was the deputy director of the National Bureau of Standards National Measurement Laboratory and became the first director of the Baldrige Program. He served in that role from the inception of the Baldrige Award in 1987 until his retirement in 1995. Dr. Reimann developed the original Criteria for Performance Excellence and the Baldrige Award process, including the concept of using volunteers from the public and private sectors to create the Board of Examiners.



2023 Reimann Scholars



Dr. Curt Reimann Baldrige Scholarship

"I am honored by your support for this scholarship in my name to send student-scholars through the Baldrige Examiner Training Experience. The future of the Baldrige Enterprise depends on creating the next generation of Baldrige professionals. Thank you for your commitment to the future of Baldrige - a truly unique public-private partnership dedicated to excellence."

-Dr. Curt Reimann



2024 Reimann Scholars

MAGNUS EKWUNIFE



"Great leaders are often defined by their passion for results. Some are so driven by outcomes that they overlook the importance of building sustainable processes, while others who focus heavily on systemic processes may under perform in the short term. My doctoral study, consulting for a tech giant using the Baldrige Framework, revealed how leaders can achieve excellent outcomes while establishing robust, predictable systems. Baldrige's holistic approach to organizational analysis - examining what an organization does, how it does it, and its performance level - enables precise identification of performance

gaps and fosters a focus on continuous improvement. Baldrige award-winning organizations consistently outperform their peers, harnessing their entire organization's capabilities for sustained high performance."

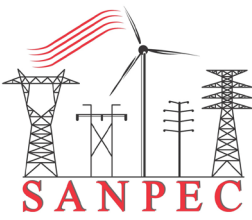
JULIE HALL



"As a rural health care leader facing challenging decisions often with less resources, increased complexity of barriers, and remote physical constraints, the Baldrige Framework supports leaders to make world class decisions despite location, organizational size, or capital. Baldrige allows leaders to point to the evidence, process, and sustainability to empower our front line to provide exceptional patient care. I am confident my Baldrige training will allow me to be a vessel to not only my organization but to my fellow executive leaders. Together we can use this model to advance rural health care and build

stronger communities."





CONGRATULATIONS

To all of the Baldrige Foundation
Leadership Award recipients!

ABOUT US

Sanpec is a purpose-led, innovation-driven, and Baldrige-aligned business specializing in engineering, inspection, performance excellence, resilience, and sustainability services for the electric power and infrastructure industry.



SANPEC'S HOLISTIC BUSINESS EXCELLENCE

- ✓ Innovative Engineering Solutions
- ✓ Organizational Resilience
- ✓ Customer-Centric Approach
- ✓ Agile & Adaptive Operations
- ✓ Resilience in Value-Chain Systems
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- ✓ Business Continuity Management
- ✓ Reliable & Resilient Power Grid
- ✓ Energy Innovation & Sustainability

Our unique approach is rooted in our Six Pillars of Excellence business model, guiding us in our mission to ensure structural and business integrity and improve the quality of life through engineering excellence, education, R&D, and sustainable business practices.

2024 FOUNDATION AWARDS SPONSORS

We gratefully acknowledge the generous sponsors of the 2024 Foundation Awards:

- **Dallas College**
- **The Synergy Organization (Founding Sponsor of the Harry S. Hertz Leadership Award)**
- **Beyond Feedback**
- **Individuals and organizations that honored our 2024 award recipients with ads in this program**

CONSIDER BEING AN INDIVIDUAL OR ORGANIZATIONAL SPONSOR

The Foundation Awards are made possible through the generous support of sponsors who desire to recognize and celebrate exemplar leaders whose role-model behaviors inspire, encourage, challenge, and empower others to lead performance excellence. Individual and organizational sponsorships represent the only source of support for administering the Baldrige Foundation Awards. If you are interested in learning more about how to reach our engaged and influential audience through sponsorship of one or more of the Foundation's awards, please contact Josh Racette, Executive Director of Corporate Development, at (614) 785-0214 or [jraccette@baldrigefoundation.org](mailto:jracette@baldrigefoundation.org).

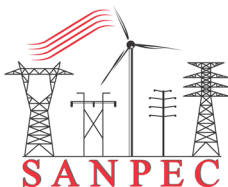


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