



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 Indiana

- **46 Indiana applicants for the Baldrige Award (2005–2020)**
- **2 Indiana applicants in 2018–2020 represent 2,103 jobs, 5 work locations, over \$450 million in revenues/budgets, and an estimated 47,000 customers served.**
- **8 Baldrige examiners from Indiana volunteered about \$180,000 in services in 2020.**

Indiana National Role Models

Memorial Hospital and Health Care Center, health care, 2018

Schneck Medical Center, health care, 2011

Success Story



Based in Jasper, Indiana, Memorial Hospital and Health Care Center (MHHCC) provides inpatient and outpatient care through an acute care community hospital, which includes 32 outpatient primary and specialty care clinics and medical practices, and an ambulance service. Memorial Hospital, which opened its doors in 1951, employs more than 1,700 people and provides medical care for 6,600 inpatients, 254,000 outpatients, and 29,000 emergency department visitors annually.

Selected Results

- Centers for Medicare and Medicaid Services 5-star rating for overall quality of inpatient care each year since the ratings were released; national top-10%, net-positive value-based-payment performance since 2017
- “A” Leapfrog Hospital Safety Grade since 2016; top 10% performance in its PSI-90 patient safety composite results
- Inpatient market share greater than 70%; outpatient market share greater than 80%

The Partnership for Excellence

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.

The Partnership for Excellence (TPE; www.thepartnershipforexcellence.org) is Ohio’s, Indiana’s, and West Virginia’s Baldrige-based state awards program. Headquartered in Columbus, Ohio, its mission is to cultivate organizational performance excellence and continuous improvement. TPE assists organizations through self-assessments by evaluating organizational approaches. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor’s Award for Excellence.

2013–2020 Excellence Award Recipients in Indiana

Governor's Award for Excellence

Citizens Energy Group
Managed Healthcare Services, a division of Lilly USA, LLC
Memorial Hospital and Health Care Center
Union Hospital

Gold Award

Good Samaritan Hospital
Hendricks Regional Health

Silver Award

Community Hospital East
Westfield Washington Schools

Bronze Award

WorkingWell

Spirit Award

International Medical Group

Featured Recipient

Managed Healthcare Services, a division of Lilly USA, LLC

Managed Healthcare Services (MHS) ensures that the pharmaceutical products and solutions offered by its parent company, Eli Lilly and Company, are accessible and affordable to the people who need them. MHS uses its customer-focused excellence and seven-step relationship management process to build strong relationships with its customers. Its Net Promoter Scores and Corporate Payer Experience scores outperform those of its top competitors.

AHCA/NCAL National Quality Award Recipients in Indiana

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.

Allisonville Meadows (Bronze, 2019)
Aster Place (Bronze, 2019)
Avalon Village (Silver, 2019)
Belvedere Senior Housing (Bronze, 2020)
Bethany Village (Bronze, 2019)
Betz Nursing Home (Silver, 2019)
Brownsburg Meadows (Silver, 2019)
Brownsburg Meadows Assisted Living (Bronze, 2020)
Cardinal Nursing and Rehab. (Bronze, 2020)
Courtyard Healthcare Center (Bronze, 2019)
Coventry Meadows Healthcare (Bronze, 2020)
Coventry Meadows Healthcare (Silver, 2020)
Cypress Grove Rehab. Center (Bronze, 2020)
Danville Regional Rehab. (Bronze, 2019)
Eagle Valley Meadows (Bronze, 2020)
Eastgate Manor Nursing and Rehab. (Bronze, 2020)
Edgewater Woods (Bronze, 2019)
Evergreen Village at Bloomington (Bronze, 2020)
Glasswater Creek of Lafayette (Bronze, 2020)
Golden Living Center—Brookview (Bronze, 2019)
Golden LivingCenter—Fountainview Terrace (Silver, 2020)
Golden LivingCenter—Golden Rule (Silver, 2020)
Golden LivingCenter—Lincoln Hills (Silver, 2020)
Golden LivingCenter—Mishawaka (Bronze, 2020)
Golden LivingCenter—Sycamore Village (Silver, 2020)
Greenwood Meadows (Silver, 2019)
Hellenic Senior Living of Indianapolis (Bronze, 2020)
Hellenic Senior Living of New Albany (Bronze, 2020)

Heritage Park (Silver, 2019)
Heritage Park Commons Assisted Living (Bronze, 2020)
Lake Pointe Village (Bronze, 2019)
The Laurels of DeKalb (Silver, 2019)
The Lodge at Summers Pointe (Bronze, 2020)
Markle Health and Rehab. (Bronze, 2020)
Meadow Lakes (Bronze, 2020)
Mitchell Manor (Bronze, 2020)
Monticello Healthcare (Bronze, 2020)
North Capitol Nursing and Rehab. (Bronze, 2020)
Park Terrace Village (Bronze, 2020)
Rensselaer Care Center (Bronze, 2020)
Riverside Village (Bronze, 2020)
Rosegate Commons (Bronze, 2020)
Salem Crossing (Bronze, 2019)
Seymour Crossing (Bronze, 2019)
Signature HealthCARE—Bluffton (Bronze, 2019)
Signature HealthCARE—Muncie (Bronze, 2019)
Signature HealthCARE—Terre Haute (Bronze, 2019)
Swiss Villa Nursing and Rehab Center (Bronze, 2019)
The Timbers of Jasper (Bronze, 2020)
Todd Dickey Nursing and Rehab. Center (Bronze, 2020)
Waters of Batesville, LLC (Bronze, 2019)
Waters of Lebanon (Bronze, 2020)
Waters of Martinsville, LLC (Bronze, 2019)
Waters of Princeton, LLC (Bronze, 2019)
Westview Nursing and Rehab. Center (Silver, 2019)