



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 Kentucky

- **1 Kentucky applicant for the Baldrige Award (2005–2017)**
- **3 Baldrige examiners from Kentucky volunteered over \$45,000 in services in 2017.**

## Kentucky Center for Performance Excellence

The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://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 Kentucky Center for Performance Excellence ([www.kycpe.org](http://www.kycpe.org)) exists to help organizations prosper financially by continuously improving all aspects of operations. Its mission is to educate, support, and recognize organizational excellence through the use of performance excellence frameworks. It was established as a nonprofit 501(c)(3) organization to advance quality and performance excellence in Kentucky as a public good.

## 2013–2016 Kentucky Performance Excellence Award Recipients

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| Complete RX (Commitment)   | Montgomery County Public Schools (Commitment)                        |
| Eastern Kentucky University College of Education (Commitment)              | Hospital Pharmacy Management Services (Interest)                     |
| Graves Gilbert Clinic (Commitment)   | Complete Rx Ltd (Achievement)  |
| Greenup County School District (Commitment)                                | Carroll County School District (Interest)                            |
| Humana National Policy Development (Commitment)                            | Frankfort Independent School District (Interest)                     |
| Humana Strategic Communication   | Lee County School District (Interest)                                |
| Kentucky Department of Education—Commissioner's Delivery Unit (Commitment) | Lexington Veterans Medical Administration Center I (Interest)        |
| LATA Environmental Services of Kentucky, LLC (Commitment)                  | Louisville Metro Department of Public Health and Wellness (Interest) |
|  | Strategic Assurance Consulting LLC (Interest)                        |

## AHCA/NCAL National Quality Award Recipients in Kentucky

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.

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| Barbourville Health & Rehabilitation Center (Bronze, 2017) | Kindred Nursing & Rehabilitation—Maple (Silver, 2015)      |
| Boyd Nursing & Rehabilitation Center (Silver, 2015)        | Magnolia Village Center, Genesis Healthcare (Bronze, 2015) |
| Christian Care Center of Kuttawa (Bronze, 2015)            | Nazareth Home (Silver, 2014)                               |
| Christian Care Center of Lancaster (Bronze, 2015)          | Owensboro Center, Genesis HealthCare (Bronze, 2015)        |
| Crestview Center, Genesis Healthcare (Bronze, 2016)        | Providence Healthcare of Gallatin, LLC (Bronze, 2017)      |
| Diversicare of Greenville (Bronze, 2015)                   | Providence Healthcare of New Castle, LLC (Bronze, 2017)    |
| Greenwood Nursing & Rehabilitation Center (Bronze, 2017)   | Providence Healthcare of Richwood, LLC (Bronze, 2017)      |
| Highlands Health & Rehabilitation Center (Bronze, 2015)    | Sacred Heart Home (Bronze, 2017)                           |
| Hillcrest Health & Rehabilitation Center (Bronze, 2016)    | Williamsburg Health & Rehabilitation Center                |
| Hyden Health & Rehabilitation Center (Bronze, 2016)        | (Bronze, 2016)   |
| Kindred Hospital Louisville—Subacute Unit (Bronze, 2016)   |  |

## Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,697 feedback reports detailing organizational strengths and opportunities for improvement.**
- **118 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2017 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.**
- **303 national Baldrige examiners volunteered roughly \$4.6 million in services in 2016.**
- **In 2017, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,262 organizations using 1,921 volunteer examiners.**

## Sample Achievements by Baldrige Award Recipients

- **Estimated cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Castle Medical Center)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)