



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 Missouri

- **53 Missouri applicants for the Baldrige Award (2005–2020)**
- **4 Missouri award applicants in 2016–2020 represent 3,276 jobs, 40 work locations, more than \$720 million in revenues/budgets, and an estimated 674,000 customers served.**
- **5 Baldrige examiners from Missouri volunteered about \$112,500 in services in 2020.**

Missouri National Role Models

Boeing Aerospace Support, service, 2003
Concordia Publishing House, nonprofit, 2011
Heartland Health, health care, 2009
Honeywell Federal Manufacturing & Technologies, manufacturing, 2009
Mid-America Transplant Services, nonprofit, 2015

MidwayUSA, small business, 2015 and 2009
Nestlé Purina PetCare Co., manufacturing, 2010
Saint Luke's Hospital of Kansas City, health care, 2003
SSM Health Care, health care, 2002
Wainwright Industries, Inc., small business, 1994

Success Story



Mid-America Transplant is a private, nonprofit organ procurement organization and eye and tissue bank serving 84 counties in eastern Missouri, southern Illinois, and northeastern Arkansas. Mid-America Transplant works with partner hospitals to procure donated organs and tissues and then provide them to transplant centers and tissue processors.

Highlights

- Decrease from \$7,000 to under \$4,000 over 3 years in cost per donor for in-house cases, compared with approximately \$20,000 in the hospital
- First in the nation in lungs transplanted in 2014, second in 2015; second in kidneys in 2015, seventh for livers in 2015, and top 25% for both hearts and pancreata in 2015
- 80% workforce engagement, at or better than national best-in-class comparisons over 3 years; nearly 90% overall employee retention

Midwest Excellence Institute

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 Midwest Excellence Institute (<https://midwestexcellence.org>) was established in 1992 to administer the Missouri Quality Award program and to promote quality principles in organizations from all industry sectors. It is a 501(c)(3) not-for-profit educational organization funded entirely by memberships and income-generating activities. The Foundation is led by a Board of Directors consisting of key business, education, government, and health care leaders.

2013–2020 Missouri Quality Award Recipients

Quality Award

Citizens Memorial Hospital and Healthcare Foundation
Golden Valley Memorial Healthcare
Lake Regional Health System
Mercy Rehabilitation Hospital
Mid-America Transplant
MidwayUSA
Park Hill School District of Kansas City
Special School District of St. Louis County

SSM Health St. Mary's Hospital
West Community Credit Union

Tier 2 Award

Dunklin R-5 School District
Mercy Rehabilitation Hospital
Primaris
Saint Francis Ministries

Tier 1 Award

Logan University

Featured Recipient



Mercy Rehabilitation Hospital St. Louis is a regional, freestanding rehabilitation hospital serving the St. Louis Metropolitan area and surrounding communities. Its comprehensive treatment approach includes addressing the physical, emotional, and psychological components for patients with devastating events such as stroke, brain injuries, burns, spinal cord injuries, and multiple trauma.

Highlights

- Decreases in employee turnover of 27% overall and 34% for nurses from 2018 to 2019
- Reductions of 98% in hospital-acquired wounds, 63% in hospital-acquired infections, and 13% in acute care transfers, all with the highest case-mix index (measure of patient acuity) on record
- 18% reduction in patient falls to the lowest level on record

Communities of Excellence Participants in Missouri

The [Communities of Excellence Learning Collaborative](#) introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of businesses, organizations, school systems, and government communitywide to implement and sustain community change.

Excelsior Springs
Greater St. Louis

Metro Core St. Louis
Northwest Missouri

AHCA/NCAL National Quality Award Recipients in Missouri

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.

Butterfield Residential Care Center (Bronze, 2020)
Citizens Memorial Healthcare Facility (Bronze, 2020)
Clark County Nursing Home (Bronze, 2020)
Life Care Center of Cape Girardeau (Bronze, 2020)
Life Care Center of Sullivan (Bronze, 2020)
Medicalodges Butler (Bronze, 2020)
Missouri Veterans Home—Cape Girardeau (Bronze, 2020)
Missouri Veterans Home—Warrensburg (Bronze, 2020)
Monterey Park Nursing Center (Silver, 2020)
NHC HealthCare Maryland Heights (Bronze, 2020)
Northland Rehab. and Health Care Center (Bronze, 2020)

Osage Beach Rehab. and Health Care (Bronze, 2020)
Parkview Healthcare Facility (Bronze, 2020)
Springfield Rehab. and HealthCare Center (Bronze, 2020)
St. Louis Altenheim (Bronze, 2020)
StoneBridge Chillicothe (Bronze, 2020)
StoneBridge Hermann (Bronze, 2020)
StoneBridge Lake Ozark (Bronze, 2020)
StoneBridge Oak Tree (Bronze, 2020)
StoneBridge Owensville (Bronze, 2020)
Sunrise of Chesterfield (Bronze, 2020)
Sunrise of Des Peres (Bronze, 2020)

Baldrige Performance Excellence Program

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