



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 (2005–2020)**
- **1 Baldrige examiner from Kentucky volunteered about \$22,500 in services in 2019.**

## 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)) KyCPE promotes the Baldrige Excellence Framework in Kentucky. The framework is introduced to organizations through the four-tiered award application process and through coaching work.

## 2013–2020 Kentucky Performance Excellence Award Recipients

### Excellence Award (Level 4)

Pikeville Medical Center

### Achievement Award (Level 3)

Complete Rx

### Commitment Award (Level 2)

Eastern Kentucky University College of Education

Graves Gilbert Clinic

Greenup County School District

Humana National Policy Development

Humana Strategic Communication

Jessamine County Schools

Kentucky Department of Education

LATA Environmental Services of Kentucky, LLC

Lee County Board of Education

Montgomery County Public Schools

### Interest (Level 1)

Carroll County School District

DNV-GL Healthcare

Frankfort Independent School District

Lee County School District

Lexington Veterans Medical Administration Center

Strategic Assurance Consulting LLC

## 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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| Bedford Springs Health and Rehab. (Bronze, 2019)                          | Nazareth Home Clifton (Bronze, 2017)                              |
| Coldspring of Campbell County (Bronze, 2020)                              | NHC HealthCare Glasgow (Bronze, 2020)                             |
| Crestview Center (Silver, 2019)   | Parkview Nursing and Rehab. Center (Bronze, 2019)                 |
| Elliot Nursing and Rehab. (Bronze, 2020)                                  | Paul E. Patton Eastern Kentucky Veterans Center<br>(Bronze, 2020) |
| Forest Hills Commons (Bronze, 2020)                                       | Providence Healthcare of Pine Meadows (Bronze, 2019)              |
| Grand Haven Nursing and Rehab. (Bronze, 2019)                             | Radcliff Veterans Center (Bronze, 2020)                           |
| Highlandspring of Fort Thomas (Bronze, 2020)                              | Redbanks Skilled Nursing Center (Bronze, 2018)                    |
| Homestead Nursing and Rehab. Center (Bronze, 2019)                        | River's Bend Retirement Community (Bronze, 2020)                  |
| Hyden Health and Rehab. Center (Bronze, 2016)                             | South Shore Nursing and Rehab. (Bronze, 2020)                     |
| Johnson Mathers Nursing Home (Bronze, 2020)                               | Sunrise of Louisville (Silver, 2020)                              |
| Joseph "Eddie" Ballard Western Kentucky Veterans<br>Center (Bronze, 2020) | Thomson-Hood Veterans Center (Bronze, 2020)                       |
| Kensington Center (Bronze, 2019)  | Villaspring of Erlanger (Bronze, 2020)                            |
| Knott County Health and Rehab. Center (Bronze, 2020)                      | Williamsburg Health and Rehab. Center (Bronze, 2016)              |
| Landmark of Lancaster (Bronze, 2019)                                      | Wolfe County Health and Rehab. Center (Bronze, 2019)              |
| Morganfield Nursing and Rehab. Center (Bronze, 2009)                      | Wurtland Nursing and Rehab. Center (Bronze, 2019)                 |

## Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,767 feedback reports detailing organizational strengths and opportunities for improvement.**
- **124 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2020 applicants represent 676,535 U.S. jobs, 5,001 work sites, more than \$189 billion in revenues/budgets, and about 614 million customers served.**
- **253 national Baldrige examiners volunteered roughly \$5.7 million in services in 2020.**
- **In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.**