



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 Michigan

- **28 Michigan applicants for the Baldrige Award (2005–2020)**
- **2 Michigan award applicants in 2017–2020 represent 6,356 jobs, 47 work locations, \$2.6 billion in revenues/budgets, and an estimated 448,000 customers served.**
- **8 Baldrige examiners from Michigan volunteered about \$180,000 in services in 2020.**

Michigan National Role Models

Bronson Methodist Hospital, health care, 2005
Cadillac Motor Car Company, manufacturing, 1990

Henry Ford Health System, health care, 2011

Success Story



Henry Ford Health System serves a three-county region in southeast Michigan encompassing Detroit and its suburbs. It provides health insurance and health care delivery, including acute, specialty, primary, and preventive care services backed by excellence in research and education. Founded in 1915 by auto pioneer Henry Ford, the system is committed to improving the health and well-being of a diverse community. It includes seven hospitals; 33 multispecialty ambulatory care centers; affiliated physician practices; a research and education component; the Health Alliance Plan (providing health coverage to more than 467,000 members); and 91 community care operations.

Highlights

- Health Alliance Plan rated number one for member satisfaction among all health insurance plans in Michigan by J.D. Power and Associates
- Satisfaction with medical centers greater than the Press Ganey 90th percentile for southeast Michigan
- Approximately 80% of patients saying they are likely to recommend the organization
- Decrease in central-line infections from 10 to 3 per year

Michigan Performance 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 use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or industry. They annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

Michigan Performance Excellence (www.miperformanceexcellence.org) was formed in 1993 as the Michigan Quality Council, a partnership of leading Michigan organizations and the State of Michigan. Its mission is to help organizations improve their performance using the Baldrige Excellence Framework. This is achieved by evaluating organizations and providing feedback on strengths and improvement areas; identifying and promoting best practices; recognizing exemplary performance; and providing professional development, education, and coaching.

2010–2020 Michigan Performance Excellence Award Recipients and Honorees

Michigan Performance Excellence Award

Davenport University
Sparrow Hospital
Special Tree Rehabilitation System

Pursuit of Excellence

Allegiance Health
Crittenton Hospital Medical Center
The CSM Group, Inc.
Davenport University
Gift of Life Michigan
Grand Rapids Community College

Kalamazoo Community Foundation
Oaklawn Hospital
ProMedica North Region—Acute Care Division

Commitment to Excellence

Michigan State University—Infrastructure, Planning, and Facilities

Foundation of Excellence

Michigan Health
Midland County Community of Excellence
Wayne State University, Office of Medical Education

Featured Recipient



Davenport University's efficient, career-centered focus provides in-seat and online bachelor's degree programs, graduate degree programs, professional development, and certifications.

Highlights

- Employment rates 6% higher than the U.S. comparison
- Levels above 90% for freshman course pass rates, fall semester
- Graduate satisfaction above 94% for all locations

Communities of Excellence Participants in Michigan

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.

Midland County

AHCA/NCAL National Quality Award Recipients in Michigan

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.

Advantage Living Center—Armada Village (Bronze, 2020)
Autumnwood of Deckerville (Silver, 2019)
Beaumont Rehab. & CC, Dearborn (Bronze, 2020)
Boulevard Temple Care Center (Silver, 2019)
Clinton-Aire Healthcare Center (Bronze, 2020)
Durand Senior Care & Rehab. Center (Bronze, 2020)
Faith Haven Senior Care Centre (Bronze, 2020)
Fisher Senior Care & Rehab. Center (Silver, 2019)
Four Chaplains Nursing Care Center (Silver, 2020)
HealthBridge Post-Acute Rehab. (Bronze, 2020)
Heartland Health Care Center—Canton (Bronze, 2020)
Heartland Health Care Center—Hampton (Bronze, 2020)
Hoyt Nursing & Rehab. Centre (Silver, 2019)
Island City Assisted Living (Bronze, 2020)
LakePointe Senior Care & Rehab. Center (Silver, 2020)
Manor of Novi (Silver, 2019)
MediLodge of Monroe (Bronze, 2020)
MediLodge of Plymouth (Bronze, 2020)

Mission Point of Forest Hills (Silver, 2020)
Rivergate Health Care Center (Bronze, 2020)
Schnepp Senior Care & Rehab. Center (Silver, 2019)
Spectrum Health, Kelsey Hospital Rehab. & Nursing (Bronze, 2020)
Spectrum Health, United Hospital Rehab. & Nursing Center (Bronze, 2020)
Sunrise at North Farmington Hills (Silver, 2020)
Sunrise of Bloomfield (Silver, 2020)
Sunrise of Rochester (Silver, 2020)
Sunrise of Shelby Township (Silver, 2020)
Sunrise on Vernier (Silver, 2020)
Wellbridge of Fenton (Silver, 2019)
Wellbridge of Novi (Silver, 2019)
WellBridge of Romeo (Silver, 2019)
West Woods of Niles (Bronze, 2020)
Additional Bronze Awards, 2019