



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 (2005–2018)**
- **2 Michigan award applicants in 2017–2018 represent 6,356 jobs, 47 work locations, \$2.6 billion in revenues/budgets, and an estimated 448,000 customers served.**
- **12 Baldrige examiners from Michigan volunteered about \$270,000 in services in 2018.**

## Michigan National Role Models

Henry Ford Health System, health care, 2011  
Bronson Methodist Hospital, health care, 2005

Cadillac Motor Car Company, manufacturing, 1990

### 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](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.

Michigan Performance Excellence ([www.miperformanceexcellence.org](http://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 Criteria for Performance Excellence. 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.

## 2010–2018 Michigan Performance Excellence Award Recipients and Honorees

Sparrow Hospital (Michigan Performance Excellence Award)

Allegiance Health (Honor Roll)

Crittenton Hospital Medical Center (Honor Roll)

The CSM Group, Inc. (Honor Roll)

Davenport University (Honor Roll)

Gift of Life Michigan (Honor Roll)

Grand Rapids Community College (Honor Roll)

ProMedica North Region—Acute Care Division (Honor Roll)

Special Tree Rehabilitation System (Honor Roll)

Kalamazoo Community Foundation (Pursuit of Excellence)

Oaklawn Hospital (Pursuit of Excellence)

Wayne State University Office of Medical Education

(Foundations of Excellence)

Kent District Library (Navigator)

## 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.

Alpha Manor Nursing Home (Silver, 2017)

Autumnwood of McBain (Bronze, 2018)

Bay Shores NCC (Bronze, 2018)

Belle Fountain Nursing & Rehab. (Silver, 2018)

Belle Oakes Assisted Living Center, Inc. (Silver, 2017)

Brighton Gardens of Northville (Bronze, 2017)

Bronson Commons (Silver, 2018)

Camelot Hall Care Center (Silver, 2017)

Christian Park Healthcare Center (Silver, 2018)

Christian Park Village (Silver, 2017)

Father Murray Nursing & Rehab. Centre (Bronze, 2017)

Fisher Convalescent Care (Bronze, 2018)

Fountain View of Monroe (Bronze, 2018)

Genesee Care Center (Bronze, 2017)

Hartford Nursing & Rehab. Center (Silver, 2017)

Hickory Ridge of Temperance (Silver, 2017)

Hillcrest Nursing & Rehab. Community (Bronze, 2017)

Hoyt Nursing & Rehab. Centre (Bronze, 2018)

King Nursing & Rehab. Community (Silver, 2016)

Kith Haven (Silver, 2016)

Lakeview Assisted Living (Bronze, 2017)

Laurels of Carson City (Bronze, 2017)

Laurels of Fulton (Bronze, 2018)

Laurels of Hudsonville (Bronze, 2018)

Lincoln Haven Nursing & Rehab. (Silver, 2016)

The Manor of Farmington Hills (Silver, 2016)

Maple Manor Rehab. Center—Wayne (Bronze, 2017)

MediLodge of Hillman (Bronze, 2017)

MediLodge of Port Huron (Bronze, 2017)

MediLodge of St. Clair (Bronze, 2017)

Metron of Cedar Springs (Silver, 2017)

Metron of Forest Hills (Bronze, 2017)

Metron of Greenville (Bronze, 2018)

Metron of Lamont (Bronze, 2018)

Pilgrim Manor (Bronze, 2018)

Regency at Bluffs Park (Silver, 2018)

Regency at Canton (Bronze, 2017)

Regency at Grand Blanc (Silver, 2017)

Regency at Lansing West (Bronze, 2017)

Regency at Shelby Township (Bronze, 2017)

Regency at Whitmore Lake (Silver, 2018)

Regency Heights—Detroit (Silver, 2017)

Regency on the Lake (Silver, 2016)

Royalton Manor (Bronze, 2017)

Schnepf Healthcare Center (Bronze, 2018)

Sunrise of Bloomfield (Bronze, 2017)

Sunrise of Cascade (Bronze, 2017)

Sunrise of Grosse Pointe Vernier (Bronze, 2017)

Sunrise of Rochester (Bronze, 2017)

Sunrise of Shelby Township (Bronze, 2017)

Villa at Rose City (Bronze, 2018)

Villa at the Bay (Bronze, 2018)

Villa at West Branch (Bronze, 2018)

Wellbridge of Fenton (Bronze, 2018)

WellBridge of Brighton (Silver, 2018)

Wellbridge of Novi (Bronze, 2017)

Wellbridge of Rochester Hills (Bronze, 2018)

WellBridge of Romeo (Bronze, 2017)

Westgate Living Ctr (Bronze, 2017)

14 additional Bronze winners, 2016