



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 Indiana

- **45 Indiana applicants for the Baldrige Award (2005–2018)**
- **1 Indiana applicant in 2018 represents 1,727 jobs, 4 work locations, over \$4 million in revenues/budgets, and an estimated 47,000 customers served.**
- **7 Baldrige examiners from Indiana volunteered over \$157,000 in services in 2018.**

## Indiana National Role Models

Memorial Hospital and Health Care Center, health care, 2018

Schneck Medical Center, health care, 2011

### Success Story



Based in Jasper, Indiana, Memorial Hospital and Health Care Center (MHCC) provides inpatient and outpatient care through an acute care community hospital, which includes 32 outpatient primary and specialty care clinics and medical practices, and an ambulance service. Memorial Hospital, which opened its doors in 1951, employs more than 1,700 people and provides medical care for 6,600 inpatients, 254,000 outpatients, and 29,000 emergency department visitors annually.

### Selected Results

- Centers for Medicare and Medicaid Services (CMS) 5-star rating for overall quality of inpatient care each year since the ratings were released; national top-10%, net-positive, value-based-payment performance since 2017
- “A” Leapfrog Hospital Safety Grade since 2016; top-10% performance in its PSI-90 patient safety composite results
- Inpatient market share greater than 70%; outpatient market share greater than 80%

## The Partnership for 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 Partnership for Excellence (TPE; [www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org)) is Ohio’s, Indiana’s, and West Virginia’s Baldrige-based state awards program. Headquartered in Columbus, Ohio, its mission is to cultivate organizational performance excellence and continuous improvement. TPE assists organizations through self-assessments by evaluating organizational approaches. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor's Award for Excellence.

## 2013–2018 Excellence Award Recipients in Indiana

Managed Healthcare Services, a division of Lilly USA, LLC  
(Governor’s Award)  
Memorial Hospital and Health Care Center (Governor’s  
Award)  
Good Samaritan Hospital, Vincennes (Gold)  
Community Hospital East (Silver)  
Westfield Washington Schools (Silver)

Citizens Energy Group (Governor’s Award)  
Union Hospital (Governor’s Award)  
Working Well, Michigan City (Bronze)  
Hendricks Regional Health (Pioneer)  
Eskenazi Health Center (Spirit)  
Fairbanks Hospital, Inc. (Spirit)  
Clabber Girl (Spirit)

### Success Story

#### Managed Healthcare Services, a division of Lilly USA, LLC

Managed Healthcare Services (MHS) ensures that the pharmaceutical products and solutions offered by its parent company, Eli Lilly and Company, are accessible and affordable to the people who need them by creating product access and customer experiences. MHS uses its customer-focused excellence and seven-step relationship management process to build strong relationships with its customers. Its Net Promoter Scores and Corporate Payer Experience scores outperform those of its top competitors.

## AHCA/NCAL National Quality Award Recipients in Indiana

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.

Adams Heritage (Silver, 2016)  
Albany Health Care & Rehab. Center (Bronze, 2017)  
Ambassador Healthcare (Bronze, 2018)  
American Village (Silver, 2017)  
Ashton Creek Health & Rehabilitation (Silver, 2017)  
Autumn Ridge Rehab. Centre (Bronze, 2018)  
Avalon Village (Bronze, 2018)  
The Barrington of Carmel (Bronze, 2018)  
Beech Grove Meadows (Bronze, 2018)  
Bethel Pointe Health & Rehabilitation (Bronze, 2017)  
Bethlehem Woods Nursing & Rehab. (Silver, 2017)  
Betz Nursing Home (Bronze, 2018)  
Brownsburg Meadows (Bronze, 2017)  
Clinton Gardens (Bronze, 2017)  
Countryside Meadows (Silver, 2018)  
Fairway Village (Bronze, 2017)  
Franklin Meadows (Bronze, 2018)  
Golden Living Center—Bloomington (Bronze, 2018)  
Golden Living Center—Fountainview Terrace  
(Bronze, 2018)  
Golden Living Center—Golden Rule (Bronze, 2018)  
Golden Living Center—Indianapolis (Bronze, 2018)  
Golden Living Center—Knox (Bronze, 2018)  
Golden Living Center—LaPorte (Bronze, 2018)  
Golden Living Center—Lincoln Hills (Bronze, 2018)  
Golden Living Center—Muncie (Bronze, 2018)  
Golden Living Center—Petersburg (Bronze, 2018)  
Golden Living Center—Richmond (Bronze, 2018)

Golden Living Center—Sycamore Village (Bronze, 2018)  
Golden Living Center—Willow Springs (Bronze, 2018)  
Golden Living Center—Woodlands (Bronze, 2018)  
Homeview Center of Franklin (Silver, 2017)  
Kindred Nursing & Rehab. Valley View (Silver, 2016)  
Lakeland Skilled Nursing Center, Inc. (Bronze, 2018)  
The Laurels of DeKalb (Bronze, 2017)  
Lowell Healthcare (Silver, 2018)  
Meadowood Health Pavilion (Bronze, 2017)  
North Park Nursing Center (Bronze, 2017)  
Randolph Nursing Home (Bronze, 2017)  
Riverwalk Village (Bronze, 2018)  
Rosegate Village LLC (Bronze, 2018)  
Rosewalk Village at Indianapolis (Bronze, 2017)  
Sanders Glen (Bronze, 2017)  
Springhill Village (Silver, 2018)  
Springs Valley Meadows (Bronze, 2018)  
Stonebrooke (Bronze, 2018)  
Sunrise on Old Meridian (Silver, 2018)  
University Nursing Center (Bronze, 2018)  
Washington Health Care Center (Bronze, 2017)  
Waters of New Castle, LLC (Bronze, 2017)  
Waters of Rising Sun, LLC (Bronze, 2017)  
Westview Nursing & Rehab. Center (Bronze, 2017)  
Willowdale Village (Silver, 2017)  
15 additional Bronze winners, 2016