



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 Idaho

3 Baldrige examiners from Idaho volunteered about \$67,000 in services in 2020.

Idaho National Role Model

Kindred Nursing and Rehabilitation Center —Mountain Valley (now Mountain Valley of Cascadia), health care, 2016

Success Story

Providing hope and promoting healing and recovery: that is the mission of Kindred Nursing and Rehabilitation Center—Mountain Valley, a 68-bed skilled nursing center in Kellogg, Idaho, a rural community set in the foothills of the Rocky Mountains. Kindred—Mountain Valley provides short-term and long-term skilled nursing and rehabilitation services. The center has 92 employees and reports a total net revenue of \$6.4 million.

Selected Results

- For 7 years, 5-Star (top) quality rating from the Centers for Medicare and Medicaid Services (achieved by less than 1% of 15,600 skilled nursing facilities nationwide)
- 100% of residents and family members expressing either “very” or “extreme” overall satisfaction levels, better than national averages by 20% for residents and 10% for families
- 90% employee retention rate, more than 20% above the national industry average
- 89–90% occupancy rate, better than state and national benchmarks

Performance Excellence Northwest

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.

Performance Excellence Northwest (<https://performanceexcellencenw.org>) is a regional program affiliated with the national Baldrige Performance Excellence Program. Volunteers comprise the Board of Directors, Panel of Judges, Board of Examiners, Mentors and others. Our 200+ volunteers partner with health care organizations, manufacturers, government agencies, schools, small and large businesses and nonprofits to help them improve overall performance using the renowned national Baldrige Excellence Framework and leading continuous improvement tools.

Performance Excellence Northwest Award Recipient in Idaho

St. Luke's Core Laboratory (2018, Achievement)

AHCA/NCAL National Quality Award Recipients in Idaho

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.

Aspen Park of Cascadia (Bronze, 2020)
The Cottages of Emmett (Bronze, 2018)
The Cottages of Meridian (Bronze, 2018)
The Cottages of Middleton (Bronze, 2018)
The Cottages of Nampa (Bronze, 2020)
The Cottages of Payette (Bronze, 2019)
Developmental Options (Bronze, 2019)
Franklin County Transitional Care (Bronze, 2020)
Guardian Angel Homes—Post Falls (Bronze, 2020)
Idaho State Veterans Home—Pocatello (Silver, 2020)
Idaho State Veteran's Home—Lew (Silver, 2019)
Life Care Center of Lewiston (Bronze, 2020)
Mountain Valley of Cascadia (Bronze, 2020)
Royal Plaza Health and Rehab. (Silver, 2018)
Teton Post-Acute Care and Rehab. (Bronze, 2020)

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.**