



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 Missouri

- **51 Missouri applicants for the Baldrige Award (2005–2018)**
- **2 Missouri award applicants in 2016–2018 represent 2,947 jobs, 30 work locations, more than \$629 million in revenues/budgets, and an estimated 646,000 customers served.**
- **7 Baldrige examiners from Missouri volunteered over \$157,000 in services in 2018.**

## Missouri National Role Models

Mid-America Transplant Services, nonprofit, 2015  
MidwayUSA, small business, 2015 and 2009  
Concordia Publishing House, nonprofit, 2011  
Nestlé Purina PetCare Co., manufacturing, 2010  
Honeywell Federal Manufacturing & Technologies, manufacturing, 2009

Heartland Health, health care, 2009  
Boeing Aerospace Support, service, 2003  
Saint Luke's Hospital of Kansas City, health care, 2003  
SSM Health Care, health care, 2002  
Wainwright Industries, Inc., small business, 1994

## Success Story



Mid-America Transplant Services (MTS) is a private, nonprofit organ procurement organization and eye and tissue bank serving 84 counties in eastern Missouri, southern Illinois, and northeastern Arkansas. MTS works with partner hospitals to procure donated organs and tissues and then provide them to transplant centers and tissue processors.

## Highlights

- Decrease from \$7,000 to under \$4,000 over 3 years in cost per donor for in-house cases, compared with approximately \$20,000 in the hospital
- First in the nation in lungs transplanted in 2014, second in 2015; second in kidneys in 2015, seventh for livers in 2015, and top 25% for both hearts and pancreata in 2015
- 80% workforce engagement, at or better than national best-in-class comparisons over 3 years; nearly 90% overall employee retention

## Midwest Excellence Institute

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 Midwest Excellence Institute (<https://midwestexcellence.org>) was established in 1992 to administer the Missouri Quality Award program and to promote quality principles in organizations from all industry sectors. It is a 501(c)(3) not-for-profit educational organization funded entirely by memberships and income-generating activities. The Foundation is led by a Board of Directors consisting of key business, education, government, and health care leaders.

## 2013–2018 Missouri Quality Award Recipients

### Quality Award

Citizens Memorial Hospital and Healthcare Foundation  
Golden Valley Memorial Healthcare  
Lake Regional Health System  
Mid-America Transplant  
MidwayUSA  
Park Hill School District of Kansas City  
Special School District of St. Louis County  
SSM Health St. Mary's Hospital

West Community Credit Union

### Tier 2 Award

Dunklin R-5 School District  
Mercy Rehabilitation Hospital  
Primaris  
Saint Francis Ministries  
The University of Kansas Medical Center—Public Safety

### Tier 1 Award

Logan University

### Success Story



West Community Credit Union (WCCU), a not-for-profit financial cooperative, serves more than 24,000 members primarily in the St. Louis and Columbia areas. WCCU has embraced technology as a means of providing a superior customer experience, from a 24-hour chat-bot named Jane, to its Listening and Lending® and the ability for customers to apply for and close auto loans directly at participating auto dealerships.

### Highlights

- Over 10 years, 51% growth in membership, 117% growth in assets, and 127% growth in loans
- Top 10% in overall loan production and mortgage loan production
- 75%+ member Transactional Net Promotor Score for 3 straight years

## AHCA/NCAL National Quality Award Recipients in Missouri

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.

Ashley Manor Care Center (Bronze, 2017)  
The Bluffs (Bronze, 2017)  
Carnegie Village Senior Living Community (Bronze, 2018)  
Columbia Manor Care Center (Bronze, 2017)  
Frene Valley of Herman (Bronze, 2017)  
Frene Valley of Owensville (Bronze, 2017)  
Golden Living Center—Smithville (Bronze, 2016)  
Holden Manor Care Center (Bronze, 2017)  
Indian Hills—A Stonebridge Community (Bronze, 2017)  
James River Care Center Inc. (Bronze, 2017)  
Jefferson City Manor Care Center (Bronze, 2017)  
Katy Manor (Bronze, 2017)  
Lakeside Meadows—A Stonebridge Community (Bronze, 2017)  
LaVerna Village Nursing Home (Bronze, 2017)  
Life Care Center of Carrollton (Silver, 2017)  
Life Care Center of Waynesville (Silver, 2017)  
The Manor at Elfindale (Silver, 2017)  
McLarney Manor SNF (Bronze, 2016)

Medicalodges Neosho (Bronze, 2016)  
Monterey Park Nursing Center (Bronze, 2017)  
Nodaway Nursing Home (Bronze, 2017)  
Northwood Hills Care Center (Bronze, 2016)  
Oak Tree Villas—A Stonebridge Community (Bronze, 2017)  
Oregon Care Center (Bronze, 2016)  
Parkdale Manor Care Center (Bronze, 2018)  
Rolla Manor Care Center (Bronze, 2018)  
Scenic Nursing & Rehabilitation Center (Bronze, 2017)  
Sunrise of Chesterfield (Bronze, 2017)  
Sunrise of Des Peres (Bronze, 2017)  
Sunrise on Clayton (Bronze, 2017)  
Tiffany Heights (Silver, 2018)  
The Valley—A Stonebridge Community (Bronze, 2017)  
The Villas—A Stonebridge Community (Bronze, 2017)  
Westphalia Hills—Stonebridge Community (Bronze, 2017)  
Westridge Gardens Nursing & Rehab. Center (Bronze, 2016)