



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 Louisiana

- **8 Louisiana applicants for the Baldrige Award (2005–2020)**
- **1 Louisiana award applicant in 2015 represents 1,538 jobs, 9 work locations, an estimated \$1.48 million in revenues/budgets, and roughly 86,000 customers served.**

## Louisiana National Role Model

DynMcDermott Petroleum Operations Company, service, 2005

### Success Story

#### DynMcDermott Petroleum Operations Company

From 1993 to 2014, DynMcDermott Petroleum Operations Company (now DM Petroleum Operations Company) operated and maintained the U.S. Strategic Petroleum Reserve (SPR), a cache of up to 700 million barrels of crude oil. The U.S. Department of Energy's (DOE) oil reserve was designed as "energy insurance" against disruptions to the availability of crude oil. With a budget for 2006 of \$113 million and just over 500 employees in Louisiana, Texas, and Mississippi, DM worked exclusively for the DOE. When Hurricane Katrina caused DM to relocate operations from New Orleans to Beaumont, Texas, the SPR began delivering oil within 5 days to refineries in the Gulf Coast region, which normally get oil from the Gulf of Mexico.

#### Highlights

- Longest-running management and operations contractor in the SPR's 30-year history
- Improvement in drawdown readiness from 95% to 99% or better over 3 years
- Improvement in overall customer satisfaction from 67% to 85% (on a 90% scale) over 6 years

## Louisiana Quality Foundation

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 Division of Business at Xavier University of Louisiana prepares tomorrow's socially responsible business leaders. Their faculty and staff are dedicated to helping students develop their skills and reach their career potential. The commitment to Baldrige is based on the realization that it takes more than academic programs to meet the division's mission; it requires excellence in all the division's processes. The Louisiana Performance Excellence Award ([www.louisianaquality.org](http://www.louisianaquality.org)), in conjunction with the Business Division's Baldrige-based accreditation by the Accreditation Council for Business Schools and Programs, provides a framework to ensure the division examines every aspect of its operational and educational systems and processes.

## 2009–2020 Louisiana Performance Excellence Award Recipients

### Performance Excellence Award

DM Petroleum Operations  
Lafayette General Medical Center  
Our Lady of Lourdes Regional Medical Center  
St. Elizabeth Hospital

### Level 2

Jefferson Louisiana Works Business and Career  
Solutions Center  
Louisiana Organ Procurement Agency  
Natchitoches Regional Medical Center

### Level 1

Dove Group  
Jefferson Parish Community Development Department  
Louisiana Department of Wildlife and Fisheries, Office of  
Management and Finance  
Louisiana Public Health Institute  
RandH Quality Refractory Services, Inc.  
MMR Group, Incorporated  
New Orleans Track Club  
Ear, Nose, and Throat  
Women's Hospital of Baton Rouge  
Xavier University Division of Business

## AHCA/NCAL National Quality Award Recipients in Louisiana

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.

Audubon Health and Rehab. (Bronze, 2019)  
Baton Rouge Health Care Center (Bronze, 2019)  
Bayou Vista Community Care Center (Silver, 2020)  
Belle Maison Nursing and Rehab. Center (Bronze, 2020)  
Belle Teche Nursing and Rehab. Center, LLC (Silver, 2020)  
Capital Oaks Nursing and Rehab. Center (Bronze, 2019)  
The Care Center (Bronze, 2019)  
Chateau D'Ville Rehab. and Retirement (Bronze, 2019)  
Chateau Living Center (Bronze, 2019)  
Columns Community Care Center (Silver, 2019)  
Cypress Point Nursing and Rehab. Center, LLC (Silver,  
2019)  
Delta Grande Skilled Nursing and Rehab. (Bronze, 2020)  
Forest Manor of Covington (Bronze, 2019)  
Golden Age Healthcare and Rehab. Center (Silver, 2019)  
Harmony House Nursing and Rehab. Center, Inc (Silver,  
2019)  
Harvest Manor Nursing Home (Silver, 2020)  
Heritage Manor of Opelousas (Bronze, 2019)  
Heritage Manor of Slidell (Bronze, 2019)  
Heritage Manor West Nursing and Rehab. Center (Bronze,  
2019)  
John J. Hainkel Jr. Home and Rehab. Center (Bronze, 2020)  
Lady of the Oaks Retirement Manor, LLC (Bronze, 2020)

Leslie Lakes Retirement Center (Bronze, 2020)  
Marrero Healthcare Center (Silver, 2019)  
New Iberia Manor South (Silver, 2020)  
Ochsner Skilled Nursing Facility (Bronze, 2020)  
Ormond Nursing and Care Center (Bronze, 2020)  
Ouachita Healthcare and Rehab. Center (Bronze, 2020)  
Our Lady of Wisdom (Bronze, 2019)  
Patterson Healthcare Center (Silver, 2019)  
Pierremont Healthcare Center (Silver, 2019)  
Plantation Oaks Nursing and Rehab. Center, LLC (Silver,  
2019)  
Pointe Coupee Healthcare (Bronze, 2019)  
Resthaven Nursing and Rehab. Center, LLC (Silver, 2019)  
Riverbend Nursing and Rehab. Center (Silver, 2020)  
Senior Village Nursing and Rehab. Center (Bronze, 2019)  
Southern Oaks Nursing and Rehab. Center, LLC (Silver,  
2019)  
Sunrise at Siegen (Silver, 2019)  
Sunrise of Baton Rouge (Bronze, 2020)  
Sunrise of Metairie (Silver, 2019)  
Thibodaux Healthcare Center (Silver, 2019)  
Woodlands Healthcare Center (The) (Bronze, 2019)  
Wyatt Manor Nursing and Rehab. Center, Inc. (Bronze,  
2020)