



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 Alaska

- **7 Alaska applicants for the Baldrige Award (2005–2020)**
- **1 Alaska applicant in 2017 represents 2,175 jobs, 34 work locations, about \$349 million in revenues/budgets, and an estimated 65,838 customers.**
- **1 Baldrige examiner from Alaska volunteered \$22,500 in services in 2019.**

## Alaska National Role Models

Chugach School District, education, 2001

Southcentral Foundation, health care, 2011, 2017

## Success Story



Southcentral Foundation (SCF) provides health care and related services to about 65,000 Alaska Native and American Indian people. It operates the Nuka System of Care, a customer-driven, relationship-based health care system. SCF collaborates with Alaska Native Tribal Health Consortium to ensure a seamless continuum of care by providing consultation and specialty services at the Alaska Native Medical Center. SCF uses a wide range of delivery mechanisms to provide health care service offerings, including ambulatory office visits, home visits, learning circles, email and telephone visits, health information and education, outpatient services, behavioral services, and day and residential treatment. With 33 facilities in and around Anchorage, SCF also provides care to 55 remote village sites, many of which are accessible only by plane. It has 2,200 employees.

## Highlights

- Exceeds the 90th percentile rankings for numerous measures in the Healthcare Effectiveness Data and Information Set (HEDIS), a widely used industry performance measures maintained by the National Committee for Quality Assurance
- Gives same-day consultations to 70% of behavioral health patients receiving.
- Increased total revenue from \$215 million in FY2012 to \$334 million in FY2016, with days cash on hand and the steady increase in total revenue exceeding Moody's "Aaa" for the past 3 years
- Kept overhead expenses below the goal of 20% for 5 years

## Performance Excellence Northwest

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.

Performance Excellence Northwest (PENNW; <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 Alaska

Alaska Small Business Development Center (Achievement)

## AHCA/NCAL National Quality Award Recipients in Alaska

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long-term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Prestige Care and Rehab. Center (Bronze, 2020)  
Providence Transitional Care Center (Bronze, 2018)  
Providence Valdez Medical Center (Bronze, 2020)  
SEARHC Sitka Long-Term Care (Bronze, 2019)

## 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.**