



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 South Dakota

### Performance Excellence Network

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.

Founded in 1987, the Performance Excellence Network (formerly the Minnesota Council for Quality; [www.performanceexcellencenetwork.org](http://www.performanceexcellencenetwork.org)) is a nonprofit that advances improvement and performance excellence in Minnesota, South Dakota, and North Dakota. We identify strengths and improvement opportunities and build networks that bring information, resources, knowledge, and best practices to organizations, individuals, and communities desiring to improve. We serve more than 250 organizations in the Upper Midwest.

### 2012–2018 South Dakota Performance Excellence Award Recipients

Avera Sacred Heart Hospital (Advancement)  
South Dakota Army National Guard (Advancement)  
South Dakota Department of Transportation (Advancement)

### AHCA/NCAL National Quality Award Recipients in South Dakota

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.

Aberdeen Health & Rehabilitation (Bronze, 2017)  
Aspen Grove Assisted Living (Bronze, 2017)  
Belle Fourche Healthcare Center (Bronze, 2018)  
Bethany Home Sioux Falls (Bronze, 2013)  
David M. Dorsett Healthcare Center (Silver, 2017;  
Bronze, 2013)  
Diamond Care Center & Grandview Assisted Living  
(Bronze, 2016)  
Faulkton Senior Living & The Meadows of Faulkton  
(Bronze, 2016)  
Fountain Springs Healthcare (Bronze, 2013)  
Good Samaritan Society—Corsica (Bronze, 2018)  
Good Samaritan Society—Luther Manor (Bronze, 2017)

Good Samaritan Society Prairie Creek Assisted Living  
(Bronze, 2015)  
The Inn on Westport (Silver, 2017)  
Mitchell Healthcare LLC d/b/a Firesteel Healthcare  
Community (Bronze, 2014)  
Palisade Healthcare Community (Bronze, 2015)  
Prairie Estates Healthcare Community (Silver, 2016;  
Bronze, 2014)  
Prairie View Healthcare Community (Bronze, 2018)  
Riverview Rehab. & Health Care Center (Bronze, 2013)  
Tieszen Memorial Home Inc. (Bronze, 2014)  
Violet Tschetter Memorial Home (Bronze, 2017)  
Welcov Assisted Living at Elk Point (Bronze, 2015)  
Wheatcrest Hills (Silver, 2015)

## Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,724 feedback reports detailing organizational strengths and opportunities for improvement.
- 115 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2018 applicants represent 641,693 U.S. jobs, 3,072 work sites, more than \$166 billion in revenues/budgets, and about 451 million customers served.
- 352 national Baldrige examiners volunteered roughly \$7.9 million in services in 2018.
- In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.

## Sample Achievements by Baldrige Award Winners

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Castle Medical Center)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)
- **99.99% Average Service Availability Index** over 3 years, better than all utility, region, and class comparisons (Bristol Tennessee Essential Services)
- **Five-star (highest possible) quality rating** for 7 consecutive years (Kindred Nursing and Rehabilitation—Mountain Valley)
- Voted **“Best Financial Institution”** by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than its competitors (Elevations Credit Union)
- **13% increase in dealership gross profit** over 4 years (Don Chalmers Ford)
- **Zero “never events”** (medical errors that should never occur) over 5 years (Memorial Hermann Sugar Land Hospital)
- **Above the 90th percentile in quality rankings** in the National Committee for Quality Assurance’s Healthcare Effectiveness Data and Information Set (HEDIS) (Southcentral Foundation)
- Improvement in **academic composite ranking from 55th to 9th** in North Carolina (Iredell-Statesville Schools)
- Through process upgrades, **50% reduction in sample production time** and **25% improvement in sample yield per yard** (Momentum Group)
- In **customer satisfaction, outperformed its closest competitor** in 20 of 20 performance attributes (MESA)