



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 more than \$67,000 in services in 2018.**

### Idaho National Role Model

Kindred Nursing and Rehabilitation Center—Mountain Valley, 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](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.

## 2018 Performance Excellence Northwest Award Recipient in Idaho

System Core Lab Operations (Achievement)

St. Luke's Health System (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.

Capitol Care & Rehabilitation (Bronze, 2013)  
Clearwater Health & Rehabilitation (Bronze, 2015)  
The Cottages of Emmett (Bronze, 2018)  
The Cottages of Meridian (Bronze, 2018)  
The Cottages of Middleton (Bronze, 2018)  
Idaho State Veterans Home—Boise (Bronze, 2014)  
Idaho State Veteran's Home—Lewiston (Bronze, 2018)  
Idaho State Veteran's Home—Pocatello (Bronze, 2018)  
Ivy Court (2014, Silver)  
Kindred Care & Rehabilitation Center—Mountain Valley (Gold, 2011)  
Kindred Nursing & Rehabilitation—Aspen Park (Bronze, 2016)  
Oak Creek Rehabilitation Center of Kimberly (Bronze, 2013)

Parkwood Meadows (Bronze, 2015)  
Payette Care & Rehabilitation Center (Bronze, 2013)  
Prestige Assisted Living at Autumn Wind (Silver, 2017)  
Prestige Care & Rehabilitation—The Orchards (Bronze, 2014)  
Rexburg Care & Rehabilitation Center (Bronze, 2014)  
Royal Plaza Health & Rehab. (Silver, 2018)  
The Cottages of Boise (Bronze, 2017)  
The Cottages of Payette (Bronze, 2013)  
Trinity Mission Health & Rehabilitation of Holly (Bronze, 2013)  
Trinity Mission Health & Rehabilitation of Midland (Bronze, 2016)  
Twin Falls Center (Bronze, 2014)

## 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.**