



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 (2005–2018)**
- **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.**
- **1 Baldrige examiner from Louisiana volunteered over \$22,000 in services in 2018.**

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) 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 Louisiana Quality Foundation (LQF; www.louisianaquality.org) is an all-volunteer organization serving Louisiana businesses, government agencies, and health care organizations, using the same Criteria as the national Baldrige Program. It shares an annual award ceremony with Louisiana Economic Development at the Governor's Mansion. LQF hosts two annual events: Examiner Training in August and a Performance Excellence Conference in March. LQF is in partnership with the University of New Orleans (UNO), which hosts Examiner Training and the conference; two Board members are UNO employees.

2009–2018 Louisiana Performance Excellence Award Recipients

DM Petroleum Operations (Performance Excellence Award)	Natchitoches Regional Medical Center (Level 2)
Lafayette General Medical Center (Performance Excellence Award)	Jefferson Parish Community Development Department (Level 1)
Our Lady of Lourdes Regional Medical Center (Performance Excellence Award)	Louisiana Public Health Institute (Level 1)
St. Elizabeth Hospital (Performance Excellence Award)	R&H Quality Refractory Services, Inc. (Level 1)
Jefferson Louisiana Works Business and Career Solutions Center (Level 2)	MMR Group, Incorporated (Level 1)
Louisiana Organ Procurement Agency (Level 2)	New Orleans Track Club (Level 1)
	Ear, Nose, & Throat (Level 1)
	Women’s Hospital of Baton Rouge (Level 1)

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.

Affinity Nursing & Rehab. Center (Bronze, 2018)	Naomi Heights & Rehab. Center, LLC (Silver, 2018)
Ascension Oaks Nursing & Rehab. Center (Silver, 2018)	Natchitoches Community Care Center (Bronze, 2018)
Autumn Leaves Nursing & Rehab. Center (Silver, 2017)	New Iberia Manor North (Silver, 2017)
Belle Teche Nursing & Rehab. Center, LLC (Bronze, 2018)	Nottingham Regional Rehab. Center (Bronze, 2018)
Bernice Nursing & Rehab. Center LLC (Bronze, 2017)	Oak Haven Community Care Center (Silver, 2018)
Carrington Place of Baton Rouge (Bronze, 2018)	Old Jefferson Community Care Center (Silver, 2018)
Carrington Place of Springhill (Bronze, 2018)	Patterson Healthcare Center (Bronze, 2016)
Chateau Terrebonne Health Care (Bronze, 2017)	Pierremont Healthcare Center (Bronze, 2018)
Claiborne Healthcare Center (Bronze, 2018)	Plantation Manor Nursing & Rehab. Center (Silver, 2017)
Colonial Care Retirement Center (Bronze, 2018)	Plantation Oaks Nursing & Rehab. Center (Bronze, 2016)
Columns Rehab. & Retirement Center (Bronze, 2017)	Rayne Guest House (Bronze, 2017)
Cypress Point Nursing & Rehab. Center, LLC (Bronze, 2017)	Resthaven Nursing & Rehab. Center (Bronze, 2016)
Forest Haven Nursing & Rehab. Center, LLC (Silver, 2017)	Ridgecrest Rehab. & Retirement Center (Bronze, 2017)
Garden Park Nursing & Rehab., LLC (Silver, 2017)	Ringgold Nursing & Rehab. Center (Bronze, 2017)
Golden Age Healthcare & Rehab. Center (Bronze, 2018)	Riverbend Nursing & Rehab. Center (Bronze, 2017)
Gonzales Healthcare Center (Silver, 2018)	Riviere de Soleil CCC/Rio Sol NH (Silver, 2018)
Greenbriar Nursing & Convalescent Home (Bronze, 2017)	Roseview Nursing & Rehab. Center (Bronze, 2016)
Guest House of Slidell (Bronze, 2017)	SCC Pilgrim Manor Bossier City North (Bronze, 2017)
Harmony House Nursing & Rehab. Center (Bronze, 2016)	Southern Oaks Nursing & Rehab. Center (Bronze, 2016)
Heritage Healthcare of Hammond (Bronze, 2017)	St. Joseph Harahan Nursing & Rehab. (Bronze, 2018)
Hilltop Nursing & Rehab. Center, LLC (Silver, 2017)	Sunrise of Baton Rouge (Bronze, 2016)
Jefferson Manor Nursing & Rehab. Center (Silver, 2018)	Sunrise of Metairie (Bronze, 2016)
Jo Ellen Smith Care Center (Bronze, 2017)	Sunrise Senior Living (Bronze, 2016)
Lacombe Nursing & Rehab. (Bronze, 2017)	Thibodeaux Healthcare Center (Bronze, 2018)
Landmark Nursing & Rehab. Center of West Monroe (Silver, 2018)	Tioga Community Care Center (Bronze, 2017)
Magnolia Estates (Bronze, 2016)	Twin Oaks Nursing Home (Bronze, 2018)
Magnolia Manor Nursing & Rehab. Center (Silver, 2018)	Unity Nursing & Rehab. Center (Bronze, 2018)
Maison Jardin (Silver, 2018)	Whispering Pines Nursing Home (Bronze, 2017)
Many Healthcare North Many (Silver, 2018)	Willow Ridge Nursing & Rehab. (Bronze, 2017)
Marrero Healthcare Center (Bronze, 2018)	Wyatt Manor Nursing & Rehab. Center (Bronze, 2016)
Morgan City Healthcare Center (Bronze, 2018)	Zachary Manor Nursing & Rehab. Center (Silver, 2016)