



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 Illinois

- **26 Illinois applicants for the Baldrige Award (2005–2018)**
- **5 Illinois award applicants in 2016–2018 represent an estimated 500 jobs, 19 work locations, more than \$6 billion in revenues/budgets, and an estimated 468,000 customers served.**
- **17 Baldrige examiners from Illinois volunteered over \$380,000 in services in 2018.**

Illinois National Role Models

Integrated Project Management Company, Inc., small business, 2018
Advocate Good Samaritan Hospital, health care, 2010

Community Consolidated School District 15, education, 2003
Motorola Inc., Commercial, Government, and Industrial Solutions Sector, manufacturing, 1988 and 2002

Success Story



With 182 employees in seven locations, Integrated Project Management Company, Inc. (IPM) is a privately held business consulting company, providing leadership to transform strategies and solutions into sustainable results. IPM offers specialized services in 10 areas essential to its targeted industries (life sciences, consumer products, industrial products, and health care).

Highlights

- Increase in annual revenue of 62% over 5 years, with annual revenues per consultant 50% higher than the national comparison
- Net Promoter Score (NPS) of 61 in 2017, better than the excellent benchmark of 50
- Debt-to-equity ratio of 0.2 on average over 5 years, better than the IBISWorld average benchmark of 2.2
- In 2017, existing client revenue growth of 4.1%, and new client revenue growth of 22%

ILPEX Recognition Program

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.

IMEC (www.ilpex.org) leverages the Baldrige Excellence Framework as a foundation for driving organizational improvement and innovation across the state of Illinois. By providing a range of hands-on, goal-oriented solutions, IMEC leads organizations in their mission to improve business results and to create sustainable competitive futures. Through the ILPEX Recognition Program, IMEC celebrates organizations committed to achieving enterprise excellence and sets them apart as a true class of distinction.

2012–2018 ILPEX Recognition Program Award Recipients

Advocate Lutheran General Hospital, Park Ridge (Gold)
American College of Healthcare Executives (Gold)
Illinois Municipal Retirement Fund (Gold)
Integrated Project Management (Gold)
United Cerebral Palsy Land of Lincoln (Gold)
Community Consolidated School District 93 (Silver)
Concentric AB (Silver)
Concentric Rockford, Inc. (Silver)
Health Research & Educational Trust (Silver)
HSHS St. Francis Hospital (Silver)
College of DuPage, Glen Ellyn (Bronze)

Concentric Itasca, Inc. (Bronze)
Elmhurst Hospital (Bronze)
Health Research & Educational Trust (Bronze)
HSHS St. Anthony's Memorial Hospital (Bronze)
Meridian Community Unit School District 223
National Express LLC (Bronze)
OSF St. Mary Medical Center (Bronze)
Saint Anthony Hospital (Bronze)
St. Elizabeth's Hospital (Bronze)
St. Mary's Hospital (Bronze)

Success Story



An international professional society of 40,000 healthcare executives, ACHE's mission is to advance its members and healthcare management excellence. ACHE offers the prestigious FACHE® credential, signifying board certification in healthcare management. ACHE's network of 78 chapters provides access to networking, education, and career development at the local level. ACHE is also known for its magazine, *Healthcare Executive*, and the annual Congress on Healthcare Leadership. Its publishing division, Health Administration Press, is one of the largest publishers of books and journals on health services management.

Selected Results

- 17% membership growth since 2010
- 10% growth in chapter education over 2 years
- 30% growth in print book sales over 2 years; 16% growth in digital book sales over 4 years

AHCA/NCAL National Quality Award Recipients in Illinois

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.

Astoria Place Living & Rehab. (Silver, 2018)
Avantara Long Grove (Bronze, 2018)
Avantara Park Ridge (Bronze, 2018)
Burgess Square Healthcare Centre (Silver, 2018)
Church Creek (Silver, 2018)
Dixon Rehab. & Health Care Center (Silver, 2018)
Grove of Evanston (Silver, 2018)
The Grove of Elmhurst (Bronze, 2018)
The Grove of Fox Valley (Bronze, 2018)
The Grove of LaGrange Park (Bronze, 2018)
The Grove of Elmhurst (Bronze, 2018)
The Grove of Fox Valley (Bronze, 2018)
The Grove of LaGrange Park (Bronze, 2018)
Hickory Point Christian Village (Bronze, 2018)
Hilltop Skilled Nursing & Rehab. (Bronze, 2018)

Lakeland Rehab. & Healthcare Center (Silver, 2018)
Odin Health Care Center (2016, Silver)
Southgate Nursing & Rehab. Center (Bronze, 2018)
Sunrise of Flossmoor (Bronze, 2018)
Sunrise of Gurnee (Gold, 2018)
Sunrise of Highland Park (Bronze, 2018)
Sunrise of Naperville North (Bronze, 2018)
Sunrise of Wilmette (Bronze, 2018)
Valley Hi Nursing and Rehab
Warren Barr Lincoln Park (Bronze, 2018)
Warren Barr South Loop (Bronze, 2018)
Windsor Park Manor (Bronze, 2018)
12 additional Bronze winners, 2017