



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 Iowa

- **16 Iowa applicants for the Baldrige Award (2005–2018)**
- **5 Iowa applicants in 2016–2018 represent 5,840 jobs, 14 work locations, \$816 million in revenues/budgets, and more than 200,000 customers served.**
- **5 Baldrige examiners from Iowa volunteered over \$112,000 in services in 2018.**

Iowa Recognition for Performance Excellence

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 Iowa Quality Center (IQC; <https://iowaqc.org>) is an independent, 501(c)(3) nonprofit organization that was established more than 20 years ago as a result of collaboration between Kirkwood Community College and Grant Wood AEA (Woods Quality Center). The Iowa Quality Center was established as a result of being named the administrator of the Iowa Recognition for Performance Excellence by the Iowa Business Council and the largest employers in the state of Iowa. We are dedicated to the sustainability of all Iowa-based organizations through the sharing of our resources.

2012–2018 Iowa Recognition for Performance Excellence Award Recipients

Firestone Agricultural Solutions (Gold)	Lennox Industries (Bronze)
Genesis Health System (Gold)	Iowa Valley Community College District (Bronze)
Mary Greeley Medical Center (Gold)	Henry County Medical Center (Bronze)
Urbandale Community School District (Gold)	University of Iowa, College of Education (Ruby)
Bridgestone Americas Agricultural Tire Operations (Silver)	Cambridge Investment Group (Explorer)
Iowa Donor Network (Silver)	D&B Agro Systems (Progress)
Businessolver Inc. (Silver)	Iowa Small Business Development Center (Leadership)
ChildServe (Bronze)	Fairfield School District (Commitment)
Davenport Ambulance Corp; Medic EMS (Bronze)	Pizza Ranch Inc., Orange City (Commitment)

Success Story



Mary Greeley is a 220-bed regional hospital that provides health care to the residents of a 13-county area in central Iowa. The staff includes more than 1,300 clinical and nonclinical positions, and a medical staff of more than 190 professionals have expertise in 50 specialties and subspecialties. Inpatient and outpatient services support a continuum of care for patients, including surgery, cancer care, cardiac care, diabetes and nutrition care, orthopedics, obstetrics and gynecology, gastroenterology, mental health services, palliative care, home health care, hospice care, rehabilitation, and more.

AHCA/NCAL National Quality Award Recipients in Iowa

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.

Accura HealthCare of Baxter (Bronze, 2017)
Accura HealthCare of Cherokee (Bronze, 2017)
Accura HealthCare of Newton East (Bronze, 2017)
Accura HealthCare of Newton West (Bronze, 2017)
Accura HealthCare of Pleasantville (Bronze, 2018)
Accura HealthCare of Pomeroy (Bronze, 2017)
Accura HealthCare of Sioux City (Bronze, 2018)
The Alverno Health Care Facility (Gold, 2017)
Avoca Lodge Assisted Living (Bronze, 2017)
Bedford Specialty Care (Silver, 2017)
Belle Plaine Specialty Care (Bronze, 2017)
Centerville Specialty Care (Bronze, 2017)
Char-Mac Assisted Living Holstein (Bronze, 2018)
Chariton Specialty Care (Bronze, 2018)
Chautauqua Guest Home #2 (Bronze, 2017)
Cherokee Specialty Care (Bronze, 2018)
Clarence Nursing Home, Inc. (Silver, 2016)
Clearview Home (Bronze, 2016)
Clearview Homes & Estates (Bronze, 2016)
Colonial Manor of Amana, Inc. (Bronze, 2016)
Corning Specialty Care (Bronze, 2018)
Correctionville Specialty Care (Silver, 2018)
Creston Specialty Care (Bronze, 2018)
Crestview Specialty Care (Silver, 2017)
Dubuque Specialty Care (Bronze, 2018)
Dunlap Assisted Living (Bronze, 2018)
Dunlap Specialty Care (Bronze, 2017)
Ennoble Skilled Nursing & Rehab. Center (Bronze, 2018)
Estabrook Lodge Assisted Living (Bronze, 2016)
The Fountains Senior Living (Bronze, 2018)
The Gardens at Cherokee (Silver, 2018)
Great River Klein Center West Burlington (Silver, 2018)
Heartland Care Center (Bronze, 2018)
The Heritage at Fox Run (Bronze, 2018)
Homestead of Creston (Bronze, 2017)
Homestead of Knoxville (Bronze, 2016)
Homestead of Mason City (Bronze, 2017)
IOOF Home (Bronze, 2017)
The Kensington (Silver, 2017)
Kensington Place Assisted Living (Bronze, 2016)
Kingsley Specialty Care (Bronze, 2017)
LaPorte City Specialty Care (Silver, 2018)
Lenox Care Center (Bronze, 2018)
Linn Haven Rehab. & Healthcare (Bronze, 2018)
Longhouse—Northshire Ltd. (Bronze, 2018)
Lyon Specialty Care (Bronze, 2017)
Manilla Manor (Bronze, 2016)
Manly Specialty Care (Bronze, 2018)
Manson Good Samaritan Center (Bronze, 2017)
Martin Health Center, Inc. (Silver, 2018)
Mechanicsville Specialty Care (Bronze, 2018)
Montezuma Specialty Care (Bronze, 2016)
Monticello Nursing & Rehab. Center (Bronze, 2018)
Northern Mahaska Specialty Care (Bronze, 2016)
Odebolt Specialty Care (Bronze, 2016)
Ottumwa Good Samaritan Ctr (Bronze, 2017)
Parkview Manor, Inc. (Bronze, 2016)
Pleasant View (Bronze, 2016)
Plymouth Manor Care Center (Bronze, 2018)
Premier Estates of Muscatine, LLC (Bronze, 2016)
Premier Estates of Toledo (Bronze, 2017)
Ravenwood Specialty Care (Bronze, 2018)
Regency Care Center (Bronze, 2018)
Regency Park Nursing & Rehab./Carrol (Bronze, 2018)
Ridgeview Assisted Living (Bronze, 2016)
Rock Rapids Health Centre (Bronze, 2016)
Rotary Ann Retirement Home (Bronze, 2018)
Scenic Living Communities (Bronze, 2016)
Sibley Specialty Care (Silver, 2017; Bronze, 2016)
Silvercrest at the Woodlands (Bronze, 2018)
Southridge Specialty Care (Bronze, 2017)
Stanton Care Center (Bronze, 2016)
State Center Specialty Care (Bronze, 2016)
Strawberry Point Lutheran Home Community (Bronze, 2018)
Summit Pointe Senior Living Community (Silver, 2018)
Sunny Knoll Care Center Rockwell City (Bronze, 2018)
Sunrise Terrace Nursing & Rehab. Center (Silver, 2018)
Sunnycrest Nursing Center (Bronze, 2017)
Thomas Rest Haven/Park View AL (Bronze, 2018)
Valley Lodge Assisted Living (Bronze, 2018)
Wapello Specialty Care (Bronze, 2018)
West Bend Care Center (Bronze, 2018)