



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 Kentucky

- **1 Kentucky applicant for the Baldrige Award (2005–2018)**
- **2 Baldrige examiners from Kentucky volunteered about \$45,000 in services in 2018.**

## Kentucky Center for Performance Excellence

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.

The Kentucky Center for Performance Excellence ([www.kycpe.org](http://www.kycpe.org)) exists to help organizations prosper financially by continuously improving all aspects of operations. Its mission is to educate, support, and recognize organizational excellence through the use of performance excellence frameworks. It was established as a nonprofit 501(c)(3) organization to advance quality and performance excellence in Kentucky as a public good.

## 2013–2018 Kentucky Performance Excellence Award Recipients

Pikeville Medical Center (Excellence)	Lee County Board of Education (Commitment)
Complete RX (Commitment)	Montgomery County Public Schools (Commitment)
Eastern Kentucky University College of Education (Commitment)	Hospital Pharmacy Management Services (Interest)
Graves Gilbert Clinic (Commitment)	Complete Rx Ltd (Achievement)
Greenup County School District (Commitment)	Carroll County School District (Interest)
Humana National Policy Development (Commitment)	Frankfort Independent School District (Interest)
Humana Strategic Communication	Lee County School District (Interest)
Jessamine County Schools (Commitment)	Lexington Veterans Medical Administration Center I (Interest)
Kentucky Department of Education—Commissioner's Delivery Unit (Commitment)	Louisville Metro Department of Public Health and Wellness (Interest)
LATA Environmental Services of Kentucky, LLC (Commitment)	Strategic Assurance Consulting LLC (Interest)

## Success Story



Pikeville Medical Center is the largest hospital in southeastern Kentucky. The hospital consists of 1.6 million square feet spread across 43 facilities, is licensed for 340 beds, and has approximately 3,000 employees. Services offered include cardiac, medical, surgical, pediatric, rehabilitative, cancer, neurological, pain care, wound care and home care.

### Highlights

- Named National Hospital of the Year by the American Alliance of Healthcare Providers 3 consecutive times
- Received American Heart Association/American Stroke Association's Heart-Check mark for Advanced Certification for Primary Stroke Center

## AHCA/NCAL National Quality Award Recipients in Kentucky

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.

Barbourville Health & Rehabilitation Center (Bronze, 2017)	Magnolia Village Center, Genesis Healthcare (Bronze, 2015)
Boyd Nursing & Rehabilitation Center (Silver, 2015)	Nazareth Home (Silver, 2014)
Christian Care Center of Kuttawa (Bronze, 2015)	Owensboro Center, Genesis HealthCare (Bronze, 2015)
Christian Care Center of Lancaster (Bronze, 2015)	Providence Healthcare of Gallatin, LLC (Bronze, 2017)
Crestview Center, Genesis Healthcare (Bronze, 2016)	Providence Healthcare of New Castle, LLC (Bronze, 2017)
Diversicare of Greenville (Bronze, 2015)	Providence Healthcare of Richwood, LLC (Bronze, 2017)
Greenwood Nursing & Rehabilitation Center (Bronze, 2017)	Redbanks Skilled Nursing Center (Bronze, 2018)
Highlands Health & Rehabilitation Center (Bronze, 2015)	Sacred Heart Home (Bronze, 2017)
Hillcrest Health & Rehabilitation Center (Bronze, 2016)	Sunrise of Louisville (Bronze, 2018)
Hyden Health & Rehabilitation Center (Bronze, 2016)	Williamsburg Health & Rehabilitation Center
Kindred Hospital Louisville—Subacute Unit (Bronze, 2016)	(Bronze, 2016)
Kindred Nursing & Rehabilitation—Maple (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.**