



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 Wisconsin

- **30 Wisconsin applicants for the Baldrige Award (2005–2018)**
- **1 Wisconsin award applicant in 2013 represents 296 jobs, \$28.6 million in revenues/budgets, and over 2,760 customers served.**
- **10 Baldrige examiners from Wisconsin volunteered about \$225,000 in services in 2018.**

## Wisconsin National Role Models

Pewaukee School District, education, 2013  
Mercy Health System, health care, 2007

University of Wisconsin-Stout, education, 2002

### Success Story



Pewaukee School District, located in Waukesha County, Wisconsin (outside Milwaukee), has an enrollment of 2,760 students. The district includes four schools (two elementary schools, one middle school and one high school) housed on an 85-acre campus that serves students from both the city and village of Pewaukee. The district is staffed by 296 employees and operates under a budget of \$28.6 million.

### Highlights

- 93.8% parent satisfaction with educational quality in 2012-2013
- 91.5%–94.8% parent satisfaction with communication in 2012-2013, compared with a national average of 74%
- 0.09% dropout rate, better than the county, the state, and nearby high-performing districts by a factor of 5 to 15
- Economically disadvantaged students achieving 45.5% proficiency compared with scores below 33% for similar students in the county, the state, and nearby high-performing schools on the state proficiency tests
- Named one of Wisconsin's Top 100 Workplaces for 2011, 2012 and 2013

## Wisconsin 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 Wisconsin Center for Performance Excellence ([www.wisquality.org](http://www.wisquality.org)) strives to create better organizations, better results, and recognize great organizations with the Wisconsin Forward Award. It has the tools and resources to help Wisconsin organizations of all types and sizes to successfully achieve their vision and contribute to the economic vitality of the region. Hundreds of Wisconsin organizations from all sectors and of all sizes have affiliated with the Center since its inception.

## 2012–2018 Wisconsin Forward Award Recipients

ASQ (Excellence)	Waukesha County Technical College (Proficiency)
Black River Memorial Hospital (Excellence)	Curative Care Network (Commitment)
HSHS St. Joseph's Hospital (Excellence)	Milwaukee County: Department of Administration (Commitment)
MetaStar, Inc. (Excellence)	School District of Janesville (Commitment)
SSM Health Care of Wisconsin (Excellence)	West Bend School District (Commitment)
Chippewa Valley Technical College (Mastery)	Community Care, Inc. (Challenger)
Columbus Community Hospital (Mastery Holy Family Memorial, Inc. (Mastery)	Concordia University Department of Education (Challenger)
Kohl's Departments Stores Retail Payment Solutions (Mastery)	Department of Employee Trust Funds (Challenger)
Mayo Clinic Health System Red Cedar, Inc. (Mastery)	HSHS Western Wisconsin Division (Challenger)
Monona Terrace Community & Convention Center (Mastery)	Milwaukee County Department of Health and Human Services (Challenger)
Sauk Prairie Memorial Hospital and Clinics (Mastery)	Royal Credit Union (Challenger)
Crossing Rivers Health (Proficiency)	ContinUs (Recognition)
Goodwill Retail Services (Proficiency)	Goodwill of Southeastern Wisconsin (Recognition)
Milwaukee Area Technical College (Proficiency)	iLead Charter School (Recognition)
Milwaukee County Department of Health and Human Services (Proficiency)	Marquardt Village (Recognition)
	North Central Health Care (Recognition)

### Success Story



Black River Memorial Hospital is an independent, 25-bed critical access hospital serving Jackson County, Wisconsin. Located halfway between Minneapolis and Madison on I-94, thousands of residents and visitors are served each year. BRMH employs over 370 staff members and contributed \$64,673,004 in economic activity to the community in 2017.

#### Highlights

- 99th percentile in patient satisfaction for overall quality of care
- Ranked one of the Best Places to Work in Healthcare in the Nation by Modern Healthcare for the last 8 years
- Over \$14 million in community benefits in 2017 through services, educational offerings, student programs, charitable donations and care, volunteer opportunities, and community events
- Top 500 Homecare Elite Award, 2017 and 2018

## AHCA/NCAL National Quality Award Recipients in Wisconsin

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.

Avanti Health & Rehab. (Bronze, 2018)	Riverbend Senior Living (Bronze, 2016)
Bethel Center (Bronze, 2017)	River's Bend Health & Rehabilitation Center (Silver, 2016)
Colonial Center (Bronze, 2016)	Sunrise Care Center (Bronze, 2016)
Columbus Health & Rehab. (Silver, 2018)	Tomah Nursing & Rehabilitation Center (Bronze, 2016)
Frederic Nursing & Rehabilitation (Silver, 2016)	Villa Marina Health & Rehabilitation (Bronze, 2017)
Grand View Care Center (Silver, 2017)	Willowbrook Nursing & Rehabilitation Center (Silver, 2016)
Hope Senior Living (Bronze, 2018)	
Morningside Health Center (Silver, 2016)	