



Baldrige in Alaska

- 7 Alaska applicants for the Baldrige Award (2005–2020)
- 1 Alaska applicant in 2017 represents 2,175 jobs, 34 work locations, about \$349 million in revenues/budgets, and an estimated 65,838 customers.
- 1 Baldrige examiner from Alaska volunteered about \$22,500 in services in 2021.

Baldrige Award Recipients in Alaska

Chugach School District, education, 2001

Southcentral Foundation, health care, 2017 and 2011

Featured Baldrige Award Recipient



Southcentral Foundation (SCF) provides health care and related services to about 65,000 Alaska Native and American Indian people. It operates the Nuka System of Care, a customer-driven, relationship-based health care system. SCF collaborates with Alaska Native Tribal Health Consortium to ensure a seamless continuum of care by providing consultation and specialty services at the Alaska Native Medical Center. SCF uses a wide range of delivery mechanisms to provide health care service offerings, including ambulatory office visits, home visits, learning circles, email and telephone visits, health information and education, outpatient services, behavioral services, and day and residential treatment. With 33 facilities in and around Anchorage, SCF also provides care to 55 remote village sites, many of which are accessible only by plane. It has 2,200 employees.

Highlights

- Exceeded 90th percentile rankings for numerous measures in the Healthcare Effectiveness Data and Information Set (HEDIS), a widely used industry performance measures maintained by the National Committee for Quality Assurance
- Provided same-day consultations to 70% of behavioral health patients receiving care
- Increased total revenue from \$215 million in FY2012 to \$334 million in FY2016, exceeding Moody's "AAA" rating for 3 years based on its days-cash-on-hand and steady increase in total revenue
- Maintained overhead expenses below a goal of 20% for 5 years

Baldrige-Based Award Programs Serving Alaska

[The Alliance for Performance Excellence](#) 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](#) (which includes the Criteria for Performance Excellence) 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.

[Performance Excellence Northwest](#), an Alliance for Performance Excellence member, is a regional program affiliated with the national Baldrige Performance Excellence Program (BPEP). Volunteers serve on the board of directors, panel of judges, board of examiners, as well as serving as mentors, among other roles. The 200+ volunteers partner with health

care organizations, manufacturers, government agencies, schools, small and large businesses, and nonprofits to help them improve their overall performance using BPEP's renowned Baldrige Excellence Framework (which includes the Criteria for Performance Excellence) and leading tools for continuous improvement.

The [AHCA/NCAL National Quality Award Program](#), an Alliance for Performance Excellence member, 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.

Performance Excellence Northwest Award/Recognition Recipient in Alaska

Alaska Small Business Development Center (Achievement Recognition)

AHCA/NCAL National Quality Award/Recognition Recipients in Alaska

Denali Center (Bronze, 2022)

Prestige Care and Rehab. Center (Bronze, 2020)

Providence Transitional Care Center (Bronze, 2018)

Providence Valdez Medical Center (Bronze, 2020)

SEARHC Sitka Long-Term Care (Bronze, 2019)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,791 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients have shared their role-model practices with other organizations.
- 2010–2021 Baldrige Award applicants represent 687,115 U.S. jobs, 5,086 work sites, more than \$193 billion in revenues/budgets, and about 614 million customers served.
- 103 national Baldrige examiners volunteered roughly \$2.3 million in services in 2022.
- In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.

Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services **higher than 4.5 out of 5** since 2017 (MESA)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- **Growth in revenue** from **\$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice [now Guidehouse])
- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **5-star rating** (the highest) from the Centers for Medicare and Medicaid Services (GBMC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)

The Baldrige Performance Excellence Program

Created with Congressional authorization 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.

The data presented, in some cases, are estimates of the best available information.

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