![Baldrige Performance Excellence Program® (Im)Prove Your Performance®]

Baldrige in Idaho

- 2 Baldrige examiners from Idaho volunteered about $45,000 in services in 2021.

Baldrige Award Recipient in Idaho

Kindred Nursing and Rehabilitation Center—Mountain Valley (now Mountain Valley of Cascadia), health care, 2016

Providing hope and promoting healing and recovery: that is the mission of Kindred Nursing and Rehabilitation Center—Mountain Valley, a 68-bed skilled nursing center in Kellogg, Idaho, a rural community set in the foothills of the Rocky Mountains. Kindred—Mountain Valley provides short-term and long-term skilled nursing and rehabilitation services. The center has 92 employees and reports a total net revenue of $6.4 million.

Highlights

- 5-Star (top) quality ratings for 7 years from the Centers for Medicare and Medicaid Services (achieved by less than 1% of 15,600 skilled nursing facilities nationwide)
- 100% of residents and family members expressing either "very" or "extreme" overall satisfaction levels, better than national averages by 20% for residents and 10% for families
- 90% employee retention rate, more than 20% above the national industry average
- 89–90% occupancy rate, better than state and national benchmarks
- Top 10% for physician engagement nationally

Baldrige-Based Award Programs Serving Idaho

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 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 program, is a regional program affiliated with the national Baldrige Performance Excellence Program (BPEP). 200+ volunteers serve on the program's board of directors, panel of judges, and board of examiners, as well as serving as mentors, among other roles. Those 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 continuous-improvement tools.

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 Idaho

St. Luke's Core Laboratory (Achievement, 2018)

AHCA/NCAL National Quality Award/Recognition Recipients in Idaho

Aspen Park of Cascadia (Silver, 2021; Bronze, 2020)
The Cottages of Emmett (Bronze, 2018)
The Cottages of Meridian (Bronze, 2018)
The Cottages of Middleton (Bronze, 2018)
The Cottages of Nampa (Bronze, 2020)
The Cottages of Payette (Bronze, 2019)
Developmental Options (Bronze, 2019)
Franklin County Transitional Care (Bronze, 2020)
Guardian Angel Homes—Post Falls (Bronze, 2020)
Idaho State Veterans Home—Boise (Bronze, 2022)

Idaho State Veterans Home—Pocatello (Silver, 2020)
Idaho State Veteran's Home—Lew (Silver, 2019)
Lewiston Transitional Care of Cascadia (Silver, 2022)
Life Care Center of Lewiston (Bronze, 2020)
Mountain Valley of Cascadia (Gold, 2022; Silver, 2021; Bronze, 2020)
Royal Plaza Health and Rehab. (Silver, 2018)
Teton Post-Acute Care and Rehab. (Bronze, 2020)
Wellspring Health & Rehab. (Bronze, 2022)

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.