



Baldrige in Illinois

- 28 Illinois applicants for the Baldrige Award (2005–2020)
- 1 Illinois award applicant in 2019 represents 200 jobs, 10 work locations, \$159 million in revenues/budgets, and 429,717 customers served.
- 7 Baldrige examiners from Illinois volunteered about \$157,500 in services in 2021, and 2 Baldrige examiners from Illinois volunteered about \$45,000 in services in 2022.

Baldrige Award Recipients in Illinois

Advocate Good Samaritan Hospital, health care, 2010

Community Consolidated School District 15, education, 2003

Illinois Municipal Retirement Fund, nonprofit, 2019

Integrated Project Management Company, Inc., small business, 2018

Motorola Inc., Commercial, Government, and Industrial Solutions Sector, manufacturing, 2002 and 1988

Featured Baldrige Award Recipient



With a workforce of 210, the Illinois Municipal Retirement Fund (IMRF) is a public, defined-benefit pension plan providing services to local government and school district employees throughout Illinois (except for the City of Chicago and Cook County). It serves 3,010 employers and has \$42.7 billion in assets. IMRF has 176,517 active members, 119,939 inactive members, and 133,261 benefit recipients. It has main and satellite offices, respectively, in Oak Brook and Springfield, IL, as well as eight Illinois regional home offices.

Highlights

- Standard and Poor's "strong" rating since 2017
- 90% funded, 1 of only 16 of the 100 largest U.S. public pension plans at this level
- Over 10 years, 9.47% gross annualized rate of return, better than the actuarial assumption of 7.5% and total portfolio benchmark of 8.78%
- 97% member and 96% employer satisfaction with transactions

Baldrige-Based Award Programs Serving Illinois

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.

[IMEC](#), an Alliance for Performance Excellence member program, leverages the Baldrige Excellence Framework as a foundation for driving organizational improvement and innovation across Illinois. By providing a range of hands-on, goal-oriented solutions, IMEC leads organizations in their mission to improve business results and create sustainable

competitive futures. Through the Recognition Program, IMEC celebrates organizations committed to achieving enterprise excellence.

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.

2011–2021 IMEC Recognition Program Award Recipients in Illinois

Gold	Concentric Rockford, Inc.	Community Consolidated School District 93
Advocate Good Samaritan Hospital	Decatur Memorial Hospital	Concentric Itasca, Inc.
Advocate Lutheran General Hospital	Health Research and Educational Trust	Elmhurst Hospital
American College of Healthcare Executives	HSHS St. Anthony’s Memorial Hospital	Health Research and Educational Trust
Illinois Municipal Retirement Fund	HSHS St. Francis Hospital	HSHS St. Anthony’s Memorial Hospital
Integrated Project Management	Illini Community Hospital	MedGyn
United Cerebral Palsy Land of Lincoln	Saint Anthony Hospital	Meridian Community Unit School District 223
Sarah Bush Lincoln Health System	Sherman Hospital	National Express LLC
St. Mary’s Good Samaritan, Inc.	The Joint Commission	OSF St. Mary Medical Center
Silver	The Joint Commission Center for Transforming Healthcare	Saint Anthony Hospital
Advocate Sherman Hospital	Bronze	St. Elizabeth’s Hospital
Anderson Packaging, Inc.	Acciona North American Energy	St. Mary’s Hospital
Blessing Hospital	College of DuPage	
Community Consolidated School District 93		
Concentric AB		

Featured IMEC Award Recipient



The American College of Healthcare Executives (ACHE) is an international professional society of 40,000 healthcare executives. ACHE’s mission is to advance its members and healthcare management excellence. They offer the prestigious FACHE® credential, signifying board certification in healthcare management. Its network of 78 chapters provides access to networking, education, and career development at the local level. ACHE is also known for its magazine, *Healthcare Executive*, and the annual Congress on Healthcare Leadership. Its publishing division, Health Administration Press, is one of the largest publishers of books and journals on health services management.

Highlights

- 17% membership growth since 2010
- 10% growth in chapter education over 2 years
- 30% growth in print book sales over 2 years; 16% growth in digital book sales over 4 years

AHCA/NCAL National Quality Award/Recognition Recipients in Illinois

Astoria Place Living and Rehab. (Silver, 2018)	Grove of Evanston (Silver, 2018)
Avantara Park Ridge (Silver, 2020)	Grove of Fox Valley (Silver, 2019)
Burgess Square Healthcare Centre (Gold, 2020)	
Church Creek (Silver, 2018)	
Coulterville Rehab. and Health Care Center (Silver, 2019)	
Dixon Rehab. and Health Care Center (Silver, 2018)	

Grove of LaGrange Park (Silver, 2019)
Hamilton Memorial Rehab. and Health Care Center
(Silver, 2020)
Heritage Woods of McHenry (Silver, 2022)
Lakeland Rehab. and Healthcare Center (Silver, 2018)

Resthove Home of Whiteside County (Silver, 2019)
Sunrise of Gurnee (Gold, 2018)
Warren Barr Lincoln Park (Silver, 2019)
Additional recipients of Bronze recognition.

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.