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 Illinois

- **28** Illinois applicants for the Baldrige Award (2005–2020)
- **3** Illinois award applicants in 2016–2020 represent an estimated 500 jobs, 19 work locations, more than $6 billion in revenues/budgets, and an estimated 468,000 customers served.
- **11** Baldrige examiners from Illinois volunteered about $247,500 in services in 2020.

Illinois National Role Models

- 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

Success Story

With a workforce of 210, the Illinois Municipal Retirement Fund 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

IMEC Recognition Program

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.

IMEC ([www.ilpex.org](http://www.ilpex.org)) 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.
2011–2020 IMEC Recognition Program Award Recipients

**Gold**
- Advocate Good Samaritan Hospital
- Advocate Lutheran General Hospital
- American College of Healthcare Executives
- Illinois Municipal Retirement Fund
- Integrated Project Management
- United Cerebral Palsy Land of Lincoln
- Sarah Bush Lincoln Health System
- St. Mary’s Good Samaritan, Inc.

**Silver**
- Advocate Sherman Hospital
- Anderson Packaging, Inc.
- Blessing Hospital

**Bronze**
- Acciona North American Energy
- College of DuPage

**Featured Recipient**

An international professional society of 40,000 healthcare executives, ACHE’s mission is to advance its members and healthcare management excellence. ACHE offers 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.

**Selected Results**
- 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 Recipients in Illinois

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.

- Astoria Place Living and Rehab. (Silver, 2018)
- Avantara Park Ridge (Silver, 2020)
- 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 Evanston (Silver, 2018)
- Grove of Fox Valley (Silver, 2019)
- Grove of LaGrange Park (Silver, 2019)
- Hamilton Memorial Rehab. and Health Care Center (Silver, 2020)
- Lakeland Rehab. and Healthcare Center (Silver, 2018)
- Resthave Home of Whiteside County (Silver, 2019)
- Sunrise of Gurnee (Gold, 2018)
- Warren Barr Lincoln Park (Silver, 2019)
- Additional Bronze winners