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

- 3 Illinois award applicants in 2016–2019 represent an estimated 500 jobs, 19 work locations, more than $6 billion in revenues/budgets, and an estimated 468,000 customers served.
- 8 Baldrige examiners from Illinois volunteered about $180,000 in services in 2019.

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 & 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) 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) 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.
2011–2019 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

Community Consolidated School District 93
Concentric AB
Concentric Rockford, Inc.
Decatur Memorial Hospital
Health Research & Educational Trust
HSN St. Anthony’s Memorial Hospital
HSN St. Francis Hospital
Saint Anthony Hospital
Sherman Hospital

**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 & Rehab. (Silver, 2018)
Burgess Square Healthcare Centre (Silver, 2018)
Church Creek (Silver, 2018)
Coulterville Rehabilitation & Health Care Center (Silver, 2019)
Crystal Pines Rehabilitation & Health Care Center (Bronze, 2019)
Dixon Rehab. & Health Care Center (Silver, 2018)
Grove of Evanston (Silver, 2018)
Grove of Fox Valley (Bronze, 2018; Silver, 2019)
Grove of LaGrange Park (Bronze, 2018; Silver, 2019)
Heritage Woods of Rockford (Bronze, 2019)
The Holmstad (Bronze, 2019)
John Evans SLC (Bronze, 2019)
Lakeland Rehab. & Healthcare Center (Silver, 2018)
Odin Health Care Center (2016, Silver)
Resthave Home of Whiteside County (Silver, 2019)
Sunrise of Crystal Lake (Bronze, 2019)
Sunrise of Gurnee (Gold, 2018)
Sunrise of Naperville (Bronze, 2019)
Sunrise of Willowbrook (Bronze, 2019)
Transitional Care of Arlington Heights (Bronze, 2019)
Warren Barr Lincoln Park (Bronze, 2018; Silver, 2019)
Willow Falls (Bronze, 2019)
Windsor Park Manor (Bronze, 2019)
11 additional Bronze winners, 2018