



# Baldrige in Indiana

- 46 Indiana applicants for the Baldrige Award (2005–2020)
- 2 Indiana applicants in 2018–2020 represent 2,103 jobs, 5 work locations, over \$450 million in revenues/budgets, and an estimated 47,000 customers served.
- 8 Baldrige examiners from Indiana volunteered about \$180,000 in services in 2021, and 2 Baldrige examiners from Indiana volunteered about \$45,000 in services in 2022.

## Baldrige Award Recipients in Indiana

Memorial Hospital and Health Care Center, health care, 2018  
Schneck Medical Center, health care, 2011

### Featured Baldrige Award Recipient



Based in Jasper, Indiana, Memorial Hospital and Health Care Center (MHHCC) provides inpatient and outpatient care through an acute care community hospital, which includes 32 outpatient primary and specialty care clinics and medical practices, and an ambulance service. Memorial Hospital, which opened its doors in 1951, employs more than 1,700 people and provides medical care for 6,600 inpatients, 254,000 outpatients, and 29,000 emergency department visitors annually.

### Highlights

- Centers for Medicare and Medicaid Services 5-star rating for overall quality of inpatient care each year since the ratings were released; national top-10%, net-positive value-based-payment performance since 2017
- “A” Leapfrog Hospital Safety Grade since 2016; top 10% performance in its PSI-90 patient safety composite results
- Inpatient market share greater than 70%; outpatient market share greater than 80%

## Baldrige-Based Award Programs Serving Indiana

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.

[The Partnership for Excellence](#) (TPE), an Alliance for Performance Excellence member program, is Ohio’s, Indiana’s, and West Virginia’s Baldrige-based state awards program. Headquartered in Columbus, Ohio, its mission is to cultivate organizational performance excellence and continuous improvement. TPE assists organizations through self-assessments by evaluating organizational approaches. Its primary product is a comprehensive Baldrige-based organizational

assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor’s Award for 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.

## 2013–2021 TPE Award Recipients in Indiana

### Platinum Level: Governor’s Award for Excellence

Citizens Energy Group  
Hendricks Regional Health  
Managed Healthcare Services, a division of Lilly USA, LLC  
Memorial Hospital and Health Care Center  
ProMedica Health System  
Union Hospital

### Silver Award

Community Hospital East  
Westfield Washington Schools

### Bronze Award

WorkingWell

### Spirit Award

International Medical Group

### Gold Award

Good Samaritan Hospital  
Hendricks Regional Health

### Featured TPE Award Recipient

Hendricks Regional Health is a 166-bed, two-hospital integrated health system that delivers the full continuum of care. Its key services are inpatient care, radiology, lab, outpatient surgery, emergency care, primary care, immediate care centers, and specialty services. Opening its doors in 1962, it is the only nonprofit hospital system in its county. The organization’s core competency, “The Hendricks Way: Building relationships by living our values,” its biggest strength, is a unique approach to align and engage associates on the organization’s journey to be “the indispensable healthcare partner.”

## AHCA/NCAL National Quality Award/Recognition Recipients in Indiana

Avalon Village (Silver, 2019)  
Bethany Village (Silver, 2021)  
Betz Nursing Home (Silver, 2019)  
Brownsburg Meadows (Silver, 2019)  
Coventry Meadows Healthcare (Silver, 2020)  
Danville Regional Rehabilitation (Silver, 2022)  
Golden LivingCenter—Fountainview Terr. (Silver, 2020)  
Golden LivingCenter—Golden Rule (Silver, 2020)  
Golden LivingCenter—Lincoln Hills (Silver, 2020)  
Golden LivingCenter—Sycamore Village (Silver, 2020)  
Greenwood Meadows (Silver, 2019)

Heritage Park (Silver, 2019)  
The Laurels of DeKalb (Silver, 2019)  
Riverwalk Village (Silver, 2021)  
Swiss Villa Nursing & Rehab Center (Silver, 2022)  
Westview Nursing and Rehab. Center (Silver, 2019)

In addition, 15 organizations in Indiana received Bronze recognition in 2022, 11 received Bronze recognition in 2021, 26 received Bronze recognition in 2020, and 13 received Bronze recognition in 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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