Baldrige in Indiana

- 46 Indiana applicants for the Baldrige Award (2005–2019)
- 2 Indiana applicants in 2018–2019 represent 2,103 jobs, 5 work locations, over $450 million in revenues/budgets, and an estimated 47,000 customers served.
- 9 Baldrige examiners from Indiana volunteered about $202,000 in services in 2019.

Indiana National Role Models

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

Success Story

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.

Selected Results

- 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%

The Partnership for Excellence

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.

The Partnership for Excellence (TPE; www.thepartnershipforexcellence.org) 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.
2013–2019 Excellence Award Recipients in Indiana

Governor’s Award for Excellence
Citizens Energy Group
Managed Healthcare Services, a division of Lilly USA, LLC
Memorial Hospital and Health Care Center
Union Hospital

Gold Award
Good Samaritan Hospital
Hendricks Regional Health

Silver Award
Community Hospital East
Westfield Washington Schools

Bronze Award
WorkingWell

Spirit Award
International Medical Group

Featured Recipient
Managed Healthcare Services, a division of Lilly USA, LLC
Managed Healthcare Services (MHS) ensures that the pharmaceutical products and solutions offered by its parent company, Eli Lilly and Company, are accessible and affordable to the people who need them by creating product access and customer experiences. MHS uses its customer-focused excellence and seven-step relationship management process to build strong relationships with its customers. Its Net Promoter Scores and Corporate Payer Experience scores outperform those of its top competitors.

AHCA/NCAL National Quality Award Recipients in Indiana
The AHCA/NCAL National Quality Award Program provides a pathway toward performance excellence for providers of long-term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Allisonville Meadows (Bronze, 2019)
American Village (Silver, 2017)
Ashton Creek Health & Rehabilitation (Silver, 2017)
Aster Place (Bronze, 2019)
Avalon Village (Silver, 2019)
Bethany Village (Bronze, 2019)
Bethlehem Woods Nursing & Rehab. (Silver, 2017)
Betz Nursing Home (Silver, 2019)
Brownsburg Meadows (Silver, 2019)
Countryside Meadows (Silver, 2018)
Courtyard Healthcare Center (Bronze, 2019)
Coventry Meadows (Bronze, 2019)
Danville Regional Rehabilitation (Bronze, 2019)
Edgewater Woods (Bronze, 2019)
Golden Living Center—Brookview (Bronze, 2019)
Greenwood Meadows (Silver, 2019)
Heritage Park (Silver, 2019)
Homeview Center of Franklin (Silver, 2017)
Lake Pointe Village (Bronze, 2019)
The Laurels of DeKalb (Silver, 2019)
Lowell Healthcare (Silver, 2018)
Salem Crossing (Bronze, 2019)
Seymour Crossing (Bronze, 2019)
Signature HealthCARE—Bluffton (Bronze, 2019)
Signature HealthCARE—Muncie (Bronze, 2019)
Signature HealthCARE—Terre Haute (Bronze, 2019)
Springhill Village (Silver, 2018)
Sunrise on Old Meridian (Silver, 2018)
Swiss Villa Nursing & Rehab Center (Bronze, 2019)
Waters of Batesville, LLC (Bronze, 2019)
Waters of Martinsville, LLC (Bronze, 2019)
Waters of Princeton, LLC (Bronze, 2019)
Westview Nursing & Rehab. Center (Silver, 2019)
Willowdale Village (Silver, 2017)
14 additional Bronze winners, 2017
26 additional Bronze winners, 2018