Baldrige in Iowa

- 17 Iowa applicants for the Baldrige Award (2005–2019)
- 5 Iowa applicants in 2016–2019 represent 5,840 jobs, 14 work locations, $816 million in revenues/budgets, and more than 200,000 customers served.
- 4 Baldrige examiners from Iowa volunteered about $90,000 in services in 2019.

Iowa National Role Model
Mary Greeley Medical Center, health care, 2019

Success Story

Opened in 1916 and now the largest independent medical center in its primary and secondary markets, Mary Greeley Medical Center is a public, nonprofit, 220-bed hospital offering inpatient, outpatient, emergency department, home health care, and hospice services. The hospital, which was gifted to the city of Ames by a Union Army officer in the Civil War in memory of his beloved wife, provides health care to the residents of a 14-county area in central Iowa. Inpatient and outpatient services support a continuum of care for patients, including surgery, cancer care, cardiac care, diabetes and nutrition care, orthopedics, obstetrics and gynecology, gastroenterology, mental health services, palliative care, home health care, hospice care, rehabilitation, and more.

Highlights

- Center for Medicare and Medicaid Services top decile for including 30-day readmissions, 30-day mortality for heart attack patients, incidence of preventable blood clots, compliance with sepsis practices, influenza vaccinations, stroke bundle compliance, and outpatient imaging measures
- Top-decile inpatient satisfaction since 2016
- More than 75% of inpatients and outpatients recommending the medical center
- Dominant leader in primary market share overall and for inpatient (43%) and outpatient (48%) care since 2015, in spite of being one quarter to one third the size of two of its closest competitors

Iowa Recognition for Performance 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 Iowa Quality Center (IQC; https://iowaqc.org) is an independent, 501(c)(3) nonprofit organization that was established more than 20 years ago as a result of collaboration between Kirkwood Community College and Grant Wood AEA (Woods Quality Center). The Center was named the administrator of the Iowa Recognition for Performance Excellence by the Iowa Business Council and the largest employers in the state of Iowa. We are dedicated to the sustainability of all Iowa-based organizations through the sharing of our resources.
2012–2019 Iowa Recognition for Performance Excellence Award Recipients

**Gold Achievement**
- Businessolver
- Firestone Agricultural Solutions
- Genesis Health System
- Mary Greeley Medical Center
- Urbandale Community School District

**Silver Achievement**
- ChildServe
- Bridgestone Americas Agricultural Tire Operations
- Iowa Donor Network

**Bronze Achievement**
- Davenport Ambulance Corp; Medic EMS
- Lennox Industries
- Iowa Donor Network
- Iowa Valley Community College District
- Henry County Medical Center
- University of Iowa, College of Education

**Ruby Achievement**
- Cambridge Investment Group

**Featured Recipient**

Since 1998, Businessolver has delivered benefits administration technology supported by responsiveness to client needs. Businessolver empowers clients to maximize their benefits program investments, minimize risk exposure, and engage employees with solutions and communication tools to assist them in making wise and cost-efficient benefits selections. The company has 8 locations across the country, with the headquarters in West Des Moines, Iowa.

AHCA/NCAL National Quality Award Recipients in Iowa

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.

- Corning Specialty Care (Bronze, 2018; Silver, 2019)
- Correctionville Specialty Care (Silver, 2018)
- The Fountains Senior Living (Silver, 2019)
- The Gardens at Cherokee (Silver, 2018)
- Great River Klein Center West Burlington (Silver, 2018)
- Jersey Ridge Place (Silver, 2019)
- LaPorte City Specialty Care (Silver, 2018)
- Manilla Manor (Silver, 2019)
- Martin Health Center, Inc. (Silver, 2018)
- New Hampton Nursing & Rehab Center (Silver, 2019)
- Silvercrest at the Woodlands Silver, 2019)
- Summit Pointe Senior Living Community (Silver, 2018)
- Sunrise Terrace Nursing & Rehab. Center (Silver, 2018)
- Whispering Creek (Bronze, 2019)

46 Bronze winners, 2019
29 Bronze winners, 2018