



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 Iowa

- **17 Iowa applicants for the Baldrige Award (2005–2020)**
- **5 Iowa applicants in 2016–2020 represent 5,840 jobs, 14 work locations, \$816 million in revenues/budgets, and more than 200,000 customers served.**
- **5 Baldrige examiners from Iowa volunteered more than \$112,000 in services in 2020.**

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 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

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 a customer-focused, highly flexible and innovative organization that is the catalyst to transform individuals and organizations from good, to great, to excellent. Formed in 1993, its statewide focus impacts over 100 member organizations with more than 50,000 individuals representing government, manufacturing, business, education, technology, labor, retail, service, and healthcare organizations throughout the state.

2012–2020 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, with the headquarters in West Des Moines.

Communities of Excellence Participants in Iowa

The [Communities of Excellence Learning Collaborative](#) introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of businesses, organizations, school systems, and government communitywide to implement and sustain community change.

City of Ames

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.

Accura HealthCare of Knoxville (Bronze, 2020)
Accura HealthCare of Ogden (Bronze, 2020)
Anamosa Care Center (Bronze, 2020)
Dunlap Specialty Care (Silver, 2020)
Edgewood Convalescent Home & Lincolnwood Assisted Living (Bronze, 2020)
Franklin General Long-Term Care (Bronze, 2020)
The Gardens of Cedar Rapids (Bronze, 2020)
Good Samaritan Society—Algona (Bronze, 2020)
Good Samaritan Society—Davenport (Bronze, 2020)
Good Samaritan Society—Fontanelle (Bronze, 2020)
Good Samaritan Society—Newell (Bronze, 2020)
Good Samaritan Society—Red Oak (Bronze, 2020)
Good Samaritan Society—West Union (Bronze, 2020)
Grand Haven Retirement Community (Bronze, 2020)
Great River Care Center & Turner Pointe Assisted Living (Bronze, 2020)
Iowa Masonic Health Facilities & Masonic Village (Bronze, 2020)
Legacy Gardens (Bronze, 2020)

Living Center West (Bronze, 2020)
Manorcare Health Services—Waterloo (Bronze, 2020)
Maquoketa Care Center (Bronze, 2020)
Norwalk Nursing & Rehab. Center (Bronze, 2020)
Oakview Nursing & Rehab.—Burlington (Bronze, 2020)
Palo Alto County Hospital NF (Bronze, 2020)
Pleasant View Care Center (Bronze, 2020)
Prairie Hills at Ottumwa (Bronze, 2020)
Ridgeview Assisted Living—Burlington (Bronze, 2020)
Ridgewood Specialty Care (Bronze, 2020)
Salem Lutheran Home (Bronze, 2020)
Shady Oaks Care Center (Bronze, 2020)
Sigourney Health Care (Bronze, 2020)
St. Luke's Transitional Care Center (Bronze, 2020)
SunnyBrook at Burlington (Bronze, 2020)
SunnyBrook at Mt. Pleasant (Bronze, 2020)
SunnyBrook of Fairfield (Bronze, 2020)
Sunrise Hill Care Center (Bronze, 2020)
Urbandale Health Care Center (Bronze, 2020)
Valley View Community (Bronze, 2020)