



Baldrige in Kansas

- 6 Kansas applicants for the Baldrige Award (2005–2020)
- 2 Baldrige examiners from Kansas volunteered nearly \$45,000 in services in 2021.

Baldrige-Based Award Programs Serving Kansas

[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](#) (which includes the Criteria for Performance Excellence) 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 [Quality Texas Foundation](#) (QTF), an Alliance for Performance Excellence member, was organized by the governor in 1994 to use the Baldrige Criteria (part of the Baldrige Excellence Framework) to improve Texas organizations. Today, QTF's regional program supports Texas, Puerto Rico, Missouri, Kansas, Louisiana, and South Carolina. QTF wide range of offerings include organizational assessment/feedback, recognition/awards, an annual conference, membership opportunities, organization-specific examiner training, applicant training/coaching, writing seminars, site visit training, organizational leadership/examiner training, leadership/strategic planning/customer service/workforce engagement/info. analysis, measures, and building a learning organization training, Communities of Excellence seminars, and faith-based seminars with specific criteria for religious institutions.

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.

State Quality Award Recipient

University of Kansas Medical Center—Public Safety (2018)



Established in 1976 by the Kansas State Legislature as a fully commissioned law enforcement agency, the University of Kansas Medical Center Police Department has evolved into a comprehensive public safety service organization, now named Kansas University Medical Center—Public Safety (KUMC-PS). Its seven divisions—Administration, Police Services, Hospital Security Services, Security Operations, Strategic Services, Emergency Management, and Parking and Transportation—work in concert to provide timely, safe, and efficient services.

Highlights

- Only university police department, and one of only seven Kansas law enforcement agencies, to be accredited by the Commission on Accreditation for Law Enforcement Agencies
- Average time to answer 911 calls well below the National Emergency Number Association standard
- In 2018, 8% decrease in reports of criminal offenses on campus, as well as the lowest number reported in the past 10 years

AHCA/NCAL National Quality Award/Recognition Recipients in Kansas

Avita Senior Living at Rolling Hills (Silver, 2020; Bronze, 2018)

Baldwin Healthcare and Rehab. Center (Bronze, 2020)

Belleville Health Care Center (Bronze, 2018)

Bonner Springs Nursing and Rehab. (Bronze, 2020)

Country Care Inc. (Bronze, 2019)

Derby Health and Rehab. Center (Silver, 2018)

Galena Nursing Center (Silver, 2017)

Gran Villas Pittsburg (Bronze, 2019)

Lakepoint Augusta, LLC (Bronze, 2019)

Lamar Court Assisted Living (Bronze, 2019)

Life Care Center of Seneca (Bronze, 2020)

Medicalodges Atchison (Bronze, 2020)

Medicalodges Independence (Bronze, 2020)

Medicalodges Wichita (Bronze, 2020)

North Point Skilled Nursing Center (Bronze, 2019)

Nottingham Health and Rehab. (Silver, 2021; Bronze, 2019)

Parkview Heights (Silver, 2019)

Pleasant Valley Manor (Bronze, 2020)

Quaker Hill Manor (Bronze, 2020)

Reeds Cove Health and Rehab. (Silver, 2020)

Shawnee Gardens Healthcare and Rehab. (Bronze, 2019)

Silvercrest at College View (Bronze, 2019)

Silvercrest at Deer Creek (Bronze, 2019)

Sunrise Assisted Living of Leawood (Bronze, 2018)

Sunrise Assisted Living of Lenexa (Bronze, 2018)

Sunrise Assisted Living of Overland Park (Bronze, 2018)

Tanglewood Nursing and Rehab. (Bronze, 2018)

The Meadows (Bronze, 2019)

Twin Oaks Assisted Living (Bronze, 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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