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 Kansas**

- 6 Kansas applicants for the Baldrige Award (2005–2020)
- 3 Baldrige examiners from Kansas volunteered about $67,500 in services in 2020.

**Midwest Excellence Institute**

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 Midwest Excellence Institute (https://midwestexcellence.org) was established in 1992. It is a 501(c)(3) not-for-profit educational organization funded entirely by memberships and income-generating activities. The Foundation is led by a Board of Directors consisting of key business, education, government, and health care leaders. The Institute manages the Kansas Quality Award, a program that honors Kansas organizations that attain the highest level of quality and performance excellence.

**Kansas Quality Award Recipient**

University of Kansas Medical Center—Public Safety (2018)

**Highlights**

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.

- 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 Recipients in Kansas

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.

- Avita Senior Living at Rolling Hills (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. (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)
- Twin Oaks Health and Rehab (Bronze, 2019)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,767 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2020 applicants represent 676,535 U.S. jobs, 5,001 work sites, more than $189 billion in revenues/budgets, and about 614 million customers served.
- 253 national Baldrige examiners volunteered roughly $5.7 million in services in 2020.
- In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.