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 Kentucky
• 1 Kentucky applicant for the Baldrige Award (2005–2019)
• 1 Baldrige examiner from Kentucky volunteered about $22,500 in services in 2019.

Kentucky Center 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 Kentucky Center for Performance Excellence (www.kycpe.org) exists to help organizations prosper financially by continuously improving all aspects of operations. Its mission is to educate, support, and recognize organizational excellence through the use of performance excellence frameworks. It was established as a nonprofit 501(c)(3) organization to advance quality and performance excellence in Kentucky as a public good.

2013–2019 Kentucky Performance Excellence Award Recipients

**Excellence Award (Level 4)**
Pikeville Medical Center

**Achievement Award (Level 3)**
Complete Rx

**Commitment Award (Level 2)**
Eastern Kentucky University College of Education
Graves Gilbert Clinic
Greenup County School District
Humana National Policy Development
Humana Strategic Communication
Jessamine County Schools
Kentucky Department of Education
LATA Environmental Services of Kentucky, LLC
Lee County Board of Education
Montgomery County Public Schools

**Interest (Level 1)**
Carroll County School District
DNV-GL Healthcare
Frankfort Independent School District
Lee County School District
Lexington Veterans Medical Administration Center
Strategic Assurance Consulting LLC
Success Story

Pikeville Medical Center is the largest hospital in southeastern Kentucky. The hospital consists of 1.6 million square feet spread across 43 facilities, is licensed for 340 beds, and has approximately 3,000 employees. Services offered include cardiac, medical, surgical, pediatric, rehabilitative, cancer, neurological, pain care, wound care and home care.

Highlights

- Named National Hospital of the Year by the American Alliance of Healthcare Providers 3 consecutive times
- Received American Heart Association/American Stroke Association’s Heart-Check mark for Advanced Certification for Primary Stroke Center

AHCA/NCAL National Quality Award Recipients in Kentucky

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.

- Barbourville Health & Rehabilitation Center (Bronze, 2017)
- Boyd Nursing & Rehabilitation Center (Silver, 2015)
- Christian Care Center of Kuttawa (Bronze, 2015)
- Christian Care Center of Lancaster (Bronze, 2015)
- Crestview Center (Silver, 2019)
- Diversicare of Greenville (Bronze, 2015)
- Grand Haven Nursing & Rehabilitation (Bronze, 2019)
- Greenwood Nursing & Rehabilitation Center (Bronze, 2017)
- Highlands Health & Rehabilitation Center (Bronze, 2015)
- Hillcrest Health & Rehabilitation Center (Bronze, 2016)
- Homestead Nursing & Rehabilitation Center (Bronze, 2019)
- Hyden Health & Rehabilitation Center (Bronze, 2016)
- Kensington Center (Bronze, 2019)
- Kindred Hospital Louisville—Subacute Unit (Bronze, 2016)
- Kindred Nursing & Rehabilitation—Maple (Silver, 2015)
- Landmark of Lancaster (Bronze, 2019)
- Magnolia Village Center, Genesis Healthcare (Bronze, 2015)
- Mayfair Manor (Bronze, 2019)
- Nazareth Home (Silver, 2014)
- Owensboro Center, Genesis HealthCare (Bronze, 2015)
- Parkview Nursing & Rehabilitation Center (Bronze, 2019)
- Providence Healthcare of Gallatin, LLC (Bronze, 2017)
- Providence Healthcare of New Castle, LLC (Bronze, 2017)
- Providence Healthcare of Pine Meadows (Bronze, 2019)
- Providence Healthcare of Richwood, LLC (Bronze, 2017)
- Redbanks Skilled Nursing Center (Bronze, 2018)
- Riverview Health Care Center (Bronze, 2019)
- Sacred Heart Home (Bronze, 2017)
- Signature HealthCare at Tanbark Rehab (Bronze, 2019)
- Signature HealthCare of Trimble County (Bronze, 2019)
- Sunrise of Louisville (Bronze, 2018)
- Williamsburg Health & Rehabilitation Center (Bronze, 2016)
- Wolfe County Health & Rehabilitation Center (Bronze, 2019)
- Wurtland Nursing & Rehabilitation Center (Bronze, 2019)