Baldrige in Louisiana

- 8 Louisiana applicants for the Baldrige Award (2005–2018)
- 1 Louisiana award applicant in 2015 represents 1,538 jobs, 9 work locations, an estimated $1.48 million in revenues/budgets, and roughly 86,000 customers served.
- 1 Baldrige examiner from Louisiana volunteered over $22,000 in services in 2018.

Louisiana National Role Model
DynMcDermott Petroleum Operations Company, service, 2005

Success Story
DynMcDermott Petroleum Operations Company

From 1993 to 2014, DynMcDermott Petroleum Operations Company (now DM Petroleum Operations Company) operated and maintained the U.S. Strategic Petroleum Reserve (SPR), a cache of up to 700 million barrels of crude oil. The U.S. Department of Energy's (DOE) oil reserve was designed as “energy insurance” against disruptions to the availability of crude oil. With a budget for 2006 of $113 million and just over 500 employees in Louisiana, Texas, and Mississippi, DM worked exclusively for the DOE. When Hurricane Katrina caused DM to relocate operations from New Orleans to Beaumont, Texas, the SPR began delivering oil within 5 days to refineries in the Gulf Coast region, which normally get oil from the Gulf of Mexico.

Highlights
- Longest-running management and operations contractor in the SPR’s 30-year history
- Improvement in drawdown readiness from 95% to 99% or better over 3 years
- Improvement in overall customer satisfaction from 67% to 85% (on a 90% scale) over 6 years

Louisiana Quality Foundation

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 Louisiana Quality Foundation (LQF; www.louisianaquality.org) is an all-volunteer organization serving Louisiana businesses, government agencies, and health care organizations, using the same Criteria as the national Baldrige Program. It shares an annual award ceremony with Louisiana Economic Development at the Governor's Mansion. LQF hosts two annual events: Examiner Training in August and a Performance Excellence Conference in March. LQF is in partnership with the University of New Orleans (UNO), which hosts Examiner Training and the conference; two Board members are UNO employees.

Baldrige in Louisiana

- 8 Louisiana applicants for the Baldrige Award (2005–2018)
- 1 Louisiana award applicant in 2015 represents 1,538 jobs, 9 work locations, an estimated $1.48 million in revenues/budgets, and roughly 86,000 customers served.
- 1 Baldrige examiner from Louisiana volunteered over $22,000 in services in 2018.

Louisiana National Role Model
DynMcDermott Petroleum Operations Company, service, 2005

Success Story
DynMcDermott Petroleum Operations Company

From 1993 to 2014, DynMcDermott Petroleum Operations Company (now DM Petroleum Operations Company) operated and maintained the U.S. Strategic Petroleum Reserve (SPR), a cache of up to 700 million barrels of crude oil. The U.S. Department of Energy's (DOE) oil reserve was designed as “energy insurance” against disruptions to the availability of crude oil. With a budget for 2006 of $113 million and just over 500 employees in Louisiana, Texas, and Mississippi, DM worked exclusively for the DOE. When Hurricane Katrina caused DM to relocate operations from New Orleans to Beaumont, Texas, the SPR began delivering oil within 5 days to refineries in the Gulf Coast region, which normally get oil from the Gulf of Mexico.

Highlights
- Longest-running management and operations contractor in the SPR’s 30-year history
- Improvement in drawdown readiness from 95% to 99% or better over 3 years
- Improvement in overall customer satisfaction from 67% to 85% (on a 90% scale) over 6 years

Louisiana Quality Foundation

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 Louisiana Quality Foundation (LQF; www.louisianaquality.org) is an all-volunteer organization serving Louisiana businesses, government agencies, and health care organizations, using the same Criteria as the national Baldrige Program. It shares an annual award ceremony with Louisiana Economic Development at the Governor's Mansion. LQF hosts two annual events: Examiner Training in August and a Performance Excellence Conference in March. LQF is in partnership with the University of New Orleans (UNO), which hosts Examiner Training and the conference; two Board members are UNO employees.
2009–2018 Louisiana Performance Excellence Award Recipients

DM Petroleum Operations (Performance Excellence Award)
Lafayette General Medical Center (Performance Excellence Award)
Our Lady of Lourdes Regional Medical Center (Performance Excellence Award)
St. Elizabeth Hospital (Performance Excellence Award)
Jefferson Louisiana Works Business and Career Solutions Center (Level 2)
Louisiana Organ Procurement Agency (Level 2)
Natchitoches Regional Medical Center (Level 2)
Jefferson Parish Community Development Department (Level 1)
Louisiana Public Health Institute (Level 1)
R&H Quality Refractory Services, Inc. (Level 1)
MMR Group, Incorporated (Level 1)
New Orleans Track Club (Level 1)
Ear, Nose, & Throat (Level 1)
Women’s Hospital of Baton Rouge (Level 1)

AHCA/NCAL National Quality Award Recipients in Louisiana

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.

Affinity Nursing & Rehab. Center (Bronze, 2018)  
Ascension Oaks Nursing & Rehab. Center (Silver, 2018)  
Autumn Leaves Nursing & Rehab. Center (Silver, 2017)  
Belle Teche Nursing & Rehab. Center, LLC (Bronze, 2018)  
Bernice Nursing & Rehab. Center LLC (Bronze, 2017)  
Carrington Place of Baton Rouge (Bronze, 2018)  
Carrington Place of Springhill (Bronze, 2018)  
Chateau Terrebonne Health Care (Bronze, 2017)  
Claiborne Healthcare Center (Bronze, 2018)  
Colonial Care Retirement Center (Bronze, 2018)  
Columns Rehab. & Retirement Center (Bronze, 2017)  
Cypress Point Nursing & Rehab. Center, LLC (Bronze, 2017)  
Forest Haven Nursing & Rehab. Center, LLC (Silver, 2017)  
Garden Park Nursing & Rehab., LLC (Silver, 2017)  
Golden Age Healthcare & Rehab. Center (Bronze, 2018)  
Gonzales Healthcare Center (Silver, 2018)  
Greenbriar Nursing & Convalescent Home (Bronze, 2017)  
Guest House of Slidell (Bronze, 2017)  
Harmony House Nursing & Rehab. Center (Bronze, 2016)  
Heritage Healthcare of Hammond (Bronze, 2017)  
Hilltop Nursing & Rehab. Center, LLC (Silver, 2017)  
Jefferson Manor Nursing & Rehab. Center (Silver, 2018)  
Jo Ellen Smith Care Center (Bronze, 2017)  
Lacombe Nursing & Rehab. (Bronze, 2017)  
Landmark Nursing & Rehab. Center of West Monroe (Silver, 2018)  
Magnolia Estates (Bronze, 2016)  
Magnolia Manor Nursing & Rehab. Center (Silver, 2018)  
Maison Jardin (Silver, 2018)  
Many Healthcare North Many (Silver, 2018)  
Marrero Healthcare Center (Bronze, 2018)  
Morgan City Healthcare Center (Bronze, 2018)  
Naomi Heights & Rehab. Center, LLC (Silver, 2018)  
Natchitoches Community Care Center (Bronze, 2018)  
New Iberia Manor North (Silver, 2017)  
Nottingham Regional Rehab. Center (Bronze, 2018)  
Oak Haven Community Care Center (Silver, 2018)  
Old Jefferson Community Care Center (Silver, 2018)  
Patterson Healthcare Center (Bronze, 2016)  
Pierremont Healthcare Center (Bronze, 2018)  
Plantation Manor Nursing & Rehab. Center (Silver, 2017)  
Plantation Oaks Nursing & Rehab. Center (Bronze, 2016)  
Rayne Guest House (Bronze, 2017)  
Resthaven Nursing & Rehab. Center (Bronze, 2016)  
Ridgecrest Rehab. & Retirement Center (Bronze, 2017)  
Ringgold Nursing & Rehab. Center (Bronze, 2017)  
Riverbend Nursing & Rehab. Center (Bronze, 2017)  
Riviere de Soleil CCC/Rio Sol NH (Silver, 2018)  
Roseview Nursing & Rehab. Center (Bronze, 2016)  
SCC Pilgrim Manor Bossier City North (Bronze, 2017)  
Southern Oaks Nursing & Rehab. Center (Bronze, 2016)  
St. Joseph Harahan Nursing & Rehab. (Bronze, 2018)  
Sunrise of Baton Rouge (Bronze, 2016)  
Sunrise of Metairie (Bronze, 2016)  
Sunrise Senior Living (Bronze, 2016)  
Thibodeaux Healthcare Center (Bronze, 2018)  
Tioga Community Care Center (Bronze, 2017)  
Twin Oaks Nursing Home (Bronze, 2018)  
Unity Nursing & Rehab. Center (Bronze, 2018)  
Whispering Pines Nursing Home (Bronze, 2017)  
Willow Ridge Nursing & Rehab. (Bronze, 2017)  
Wyatt Manor Nursing & Rehab. Center (Bronze, 2016)  
Zachary Manor Nursing & Rehab. Center (Silver, 2016)