Baldrige in Michigan

- 2 Michigan award applicants in 2017–2019 represent 6,356 jobs, 47 work locations, $2.6 billion in revenues/budgets, and an estimated 448,000 customers served.
- 9 Baldrige examiners from Michigan volunteered about $202,500 in services in 2019.

Michigan National Role Models
Bronson Methodist Hospital, health care, 2005
Cadillac Motor Car Company, manufacturing, 1990
Henry Ford Health System, health care, 2011

Success Story

Henry Ford Health System serves a three-county region in southeast Michigan encompassing Detroit and its suburbs. It provides health insurance and health care delivery, including acute, specialty, primary, and preventive care services backed by excellence in research and education. Founded in 1915 by auto pioneer Henry Ford, the system is committed to improving the health and well-being of a diverse community. It includes seven hospitals; 33 multispecialty ambulatory care centers; affiliated physician practices; a research and education component; the Health Alliance Plan (providing health coverage to more than 467,000 members); and 91 community care operations.

Highlights

- Health Alliance Plan rated number one for member satisfaction among all health insurance plans in Michigan by J.D. Power and Associates
- Satisfaction with medical centers greater than the Press Ganey 90th percentile for southeast Michigan
- Approximately 80% of patients saying they are likely to recommend the organization
- Decrease in central-line infections from 10 to 3 per year

Michigan 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.

Michigan Performance Excellence (www.miperformanceexcellence.org) was formed in 1993 as the Michigan Quality Council, a partnership of leading Michigan organizations and the State of Michigan. It mission is to help organizations improve their performance using the Baldrige Excellence Framework. This is achieved by evaluating organizations and providing feedback on strengths and improvement areas; identifying and promoting best practices; recognizing exemplary performance; and providing professional development, education, and coaching.
2010–2020 Michigan Performance Excellence Award Recipients and Honorees

**Michigan Performance Excellence Award**
- Sparrow Hospital
- Special Tree Rehabilitation System

**Pursuit of Excellence**
- Allegiance Health
- Crittenton Hospital Medical Center
- The CSM Group, Inc.
- Davenport University
- Gift of Life Michigan

**Commitment to Excellence**
- Grand Rapids Community College
- Kalamazoo Community Foundation
- Oaklawn Hospital
- ProMedica North Region—Acute Care Division

**Foundation of Excellence**
- Michigan State University—Infrastructure, Planning, and Facilities

**Featured Recipient**

Special Tree Rehabilitation System provides rehabilitation for traumatic brain injuries.

**Highlights**
- Better infection rates, falls rates, unplanned hospitalization rates, and pressure ulcer rates than comparable organizations
- Net Promoter Scores that exceed the benchmark.

**AHCA/NCAL National Quality Award Recipients in Michigan**

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.

- Advantage Living Center—Armada Village (Bronze, 2019)
- Autumnwood of Deckerville (Silver, 2019)
- Autumnwood of McBain (Bronze, 2018)
- Bay Shores NCC (Bronze, 2018)
- Belle Fountain Nursing & Rehab. (Silver, 2018)
- Bishop Noa Home for Senior Citizens (Bronze, 2019)
- Boulevard Temple Care Center (Silver, 2019)
- Bronson Commons (Silver, 2018)
- Christian Park Healthcare Center (Silver, 2018)
- Eastwood NH (Bronze, 2019)
- Evergreen Senior Care Center (Bronze, 2019)
- Fisher Convalescent Care (Bronze, 2018)
- Fisher Senior Care and Rehab (Silver, 2019)
- Fountain View of Monroe (Bronze, 2018)
- Four Chaplains Nursing Care Center (Bronze, 2019)
- Holt Senior Care & Rehab Center (Bronze, 2019)
- Hoyt Nursing & Rehab. Centre (Bronze, 2018; Silver, 2019)
- LakePointe Senior Care and Rehab Center (Bronze, 2019)
- Laurels of Fulton (Bronze, 2018)
- Laurels of Hudsonville (Bronze, 2018)
- Mackinac Straits Hospital & Health Center (Bronze, 2019)
- Manor of Novi (Silver, 2019)
- Marwood Nursing & Rehab (Bronze, 2019)
- Metron of Greenville (Bronze, 2018)
- Metron of Lamont (Bronze, 2018)
- Oakpointe Senior Care and Rehab Center (Bronze, 2019)
- Pilgrim Manor (Bronze, 2018)
- Regency at Bluffs Park (Silver, 2018)
- Regency at Whitmore Lake (Silver, 2018)
- Saginaw Senior Care & Rehab Center (Bronze, 2019)
- Schneppe Healthcare Center (Bronze, 2018)
- Schneppe Senior Care & Rehab Center (Silver, 2019)
- Spectrum Health Rehab & Nursing Center (Bronze, 2019)
- Sunrise of North Farmington Hills (Bronze, 2019)
- Sunrise of Northville (Bronze, 2019)
- Sunrise of West Bloomfield (Bronze, 2019)
- Villa at Rose City (Bronze, 2018)
- Villa at the Bay (Bronze, 2018)
- Villa at West Branch (Bronze, 2018)
- Waltonwood Lakeside (Bronze, 2019)
- WellBridge of Brighton (Silver, 2018)
- WellBridge of Fenton (Bronze, 2018; Silver, 2019)
- WellBridge of Novi (Bronze, 2017; Silver, 2019)
- WellBridge of Rochester Hills (Bronze, 2018)
- WellBridge of Romeo (Bronze, 2017; Silver, 2019)
- West Oaks Sr. Care & Rehab. Center (Bronze, 2019)