



Baldrige in Michigan

- 29 Michigan applicants for the Baldrige Award (2005–2021)
- 2 Michigan award applicants in 2018–2021 represent 1,810 jobs, 26 work locations, over \$211 million in revenues/budgets, and 165,561 customers served.
- 7 Baldrige examiners from Michigan volunteered about \$157,500 in services in 2021, and 3 Baldrige examiners from Michigan volunteered about \$67,500 in services in 2022.

Baldrige Award Recipients in Michigan

Bronson Methodist Hospital, health care, 2005

Cadillac Motor Car Company, manufacturing, 1990

Henry Ford Health System, health care, 2011

Featured Baldrige Award Recipient



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 rating of number one for member satisfaction among all health insurance plans in Michigan by J.D. Power and Associates
- High customer satisfaction with medical centers, with a rate greater than the Press Ganey 90th percentile for southeast Michigan
- Approximately 80% of patients surveyed responded that they are likely to recommend the organization to others.
- Decrease in central-line infections from 10 to 3 per year

Baldrige-Based Award Programs Serving Michigan

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 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](#), an Alliance for Performance Excellence member, was formed in 1993 as the Michigan Quality Council, a partnership of leading Michigan organizations and the state of Michigan. Its 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.

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.

2010–2021 Michigan Performance Excellence Award Recipients and Honorees

Michigan Performance Excellence Award

Davenport University
MidMichigan Health
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

Grand Rapids Community College
Kalamazoo Community Foundation
Oaklawn Hospital
ProMedica North Region—Acute Care Division

Commitment to Excellence

Michigan State University—Infrastructure, Planning, and Facilities

Foundation of Excellence

Michigan Health
Midland County Community of Excellence
Wayne State University, Office of Medical Education

Featured State Award Recipient

MyMichigan Health is an integrated health system serving 981,000 residents spanning a 25-county region. The health system provides a full continuum of care across a wide array of settings, including urgent care centers, home health, virtual care, medical education, as well as medical offices for more than 30 specialties and subspecialties, including cardiology, hematology/oncology, orthopedics, neuroscience, vascular surgery, family medicine, and pediatrics, among others. As part of serving more than 400,000 patients annually, MyMichigan has 29 regional primary care clinics staffed with MyMichigan Medical Group providers, with more than 110,000 people served by the primary care clinics.

AHCA/NCAL National Quality Award/Recognition Recipients in Michigan

Autumnwood of Deckerville (Silver, 2019)
Boulevard Temple Care Center (Silver, 2019)
Fisher Senior Care & Rehab. Center (Silver, 2019)
Four Chaplains Nursing Care Center (Silver, 2020)
Hoyt Nursing & Rehab. Centre (Silver, 2019)
LakePointe Senior Care & Rehab. Center (Silver, 2020)
Manor of Novi (Silver, 2019)
Mission Point of Forest Hills (Silver, 2020)
Schnepp Senior Care & Rehab. Center (Silver, 2019)

Sunrise at North Farmington Hills (Silver, 2020)
Sunrise of Bloomfield (Silver, 2020)
Sunrise of Rochester (Silver, 2020)
Sunrise of Shelby Township (Silver, 2020)
Sunrise on Vernier (Silver, 2020)
Wellbridge of Fenton (Silver, 2019)
Wellbridge of Novi (Silver, 2019)
WellBridge of Romeo (Silver, 2019)

In addition, 5 organizations in Michigan received Bronze recognition in 2022, 4 organizations received Bronze recognition in 2021, 15 organizations received Bronze recognition in 2020, and 13 organizations received Bronze recognition in 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.