



# Baldrige in Mississippi

- 2 Mississippi applicants for the Baldrige Award (2005–2020)
- 1 Mississippi Baldrige Award applicant in 2012 represents 6,100 jobs, 7 work locations, \$1.35 billion in revenue/budget, and an estimated 80,000 customers served.
- 2 Baldrige examiners from Mississippi volunteered over \$45,000 in services in 2021, and 1 Baldrige examiner from Mississippi volunteered about \$22,500 in services in 2022.

## Baldrige Award Recipients in Mississippi

North Mississippi Health Services, health care, 2012

North Mississippi Medical Center, health care, 2006

### Featured Baldrige Award Recipient

 **NORTH MISSISSIPPI MEDICAL CENTER** North Mississippi Health Services is a nonprofit, community-owned, integrated health care delivery system serving 24 rural counties in northeast Mississippi and northwest Alabama. The organization includes 6 hospitals, 4 nursing homes, and 34 clinics. It provides preventive and wellness services, hospital-based emergency and acute care services, post-acute care services, and a preferred-provider organization. The workforce of 6,226 employees and 491 physicians serve at health care facilities located in 6 Mississippi communities and 1 Alabama city. Net revenue in 2011 was \$730 million. North Mississippi Medical Center, the flagship hospital and referral center in the system, received a health care category Baldrige Award in 2006.

### Highlights

- Outpatient management of diabetes better than the National Committee for Quality Assurance top-decile benchmark
- For the medical center, 100% in 26 of 30 Surgical Care Improvement Project core measures
- At or above the Press Ganey Associates 90th percentile for patient satisfaction
- 90% or higher employee retention over 5 years
- Market share leader by 13% over its primary competitor
- Standard and Poor's "AA" credit rating for 18 years, despite being located in what has been called "the nation's epicenter of poverty"
- \$80 million per year spent on charity care

## Baldrige-Based Award Programs Serving Mississippi

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.

Mississippi's organizations are served by the [Arkansas Institute for Performance Excellence](#), the [Louisiana Quality Foundation](#), and the [Tennessee Center for Performance Excellence](#), which are all member programs of the Alliance for Performance Excellence.

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.

## AHCA/NCAL National Quality Award/Recognition Recipients in Mississippi

Bedford Alzheimer's Care Center (Bronze, 2019)	Holly Springs Rehab. and Healthcare (Silver, 2020)
Bedford Care Center of Mendenhall (Bronze, 2019)	Indianola Rehab. and Healthcare Center (Silver, 2020)
Bedford Care Center of Newton (Bronze, 2019)	Natchez Rehab. and Healthcare Center (Silver, 2022)
Bedford Care Center of Petal (Bronze, 2019)	North Pointe Health and Rehab. (Bronze, 2020)
Camellia Estates (Silver, 2022)	Sharkey Issaquena Nursing Home (Bronze, 2019)
Clinton Healthcare, LLC (Bronze, 2021)	Starkville Manor (Bronze, 2021)
Columbia Rehab. and Healthcare Center (Bronze, 2019)	The Bluffs Rehab. and Healthcare (Silver, 2019)
Cornerstone Rehab. and Healthcare (Bronze, 2019)	The Oaks Rehab. and Healthcare Center (Bronze, 2019)
Crystal Rehab. and Healthcare Center (Bronze, 2019)	Trend Health and Rehab. of Carthage (Bronze, 2021)
Delta Rehab. and Healthcare Center (Silver, 2019)	Trend Health and Rehab. of Meridian (Bronze, 2021)
Diversicare of Eupora (Bronze, 2022)	Vicksburg Convalescent Home (Bronze, 2019)
Edgewood Health and Rehab. (Bronze, 2020)	Wilkinson County Senior Care (Bronze, 2021)
Heritage House Nursing Center (Bronze, 2019)	Yazoo City Rehab. and Healthcare (Bronze, 2019)
Hilltop Manor (Bronze, 2021)	

## 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.

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