Baldrige in Mississippi

- **2 Mississippi applicants for the Baldrige Award (2005–2019)**
- **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.**
- **1 Baldrige examiner from Mississippi volunteered over $22,000 in services in 2019.**

Mississippi National Role Models
North Mississippi Health Services, health care, 2012
North Mississippi Medical Center, health care, 2006

**Success Story**

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 six hospitals, four 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 six Mississippi communities and one 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 & Poor’s AA credit rating for 18 years, despite its location in what has been called “the nation’s epicenter of poverty”
- $80 million per year spent for charity care
Alliance for Performance Excellence
The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://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.

Mississippi’s organizations are served by the Arkansas Institute for Performance Excellence ([www.arkansas-quality.org](http://www.arkansas-quality.org)), the Louisiana Quality Foundation ([www.louisianaquality.org](http://www.louisianaquality.org)), and the Tennessee Center for Performance Excellence ([www.tncpe.org](http://www.tncpe.org)).

2016 Award for Performance Excellence Recipient
PACCAR Engine Company (Commitment)

AHCA/NCAL National Quality Award Recipients in Mississippi
The [AHCA/NCAL National Quality Award Program](http://www.aclu.org) 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.

Bedford Alzheimer's Care Center (Bronze, 2019)
Bedford Care Center of Hattiesburg (Silver, 2017)
Bedford Care Center of Marion (Bronze, 2018)
Bedford Care Center of Mendenhall (Bronze, 2019)
Bedford Care Center of Monroe Hall (Bronze, 2018)
Bedford Care Center of Newton (Bronze, 2019)
Bedford Care Center of Petal (Bronze, 2019)
Bedford Care Center of Picayune (Bronze, 2018)
The Bluffs Rehabilitation & Healthcare (Silver, 2019)
Boyington Health & Rehabilitation Center (Silver, 2015)
Brandon Nursing & Rehabilitation Center (Bronze, 2017)
Camellia Estates (Silver, 2018)
Columbia Rehab. & Healthcare Center (Bronze, 2019)
Cornerstone Rehabilitation & Healthcare (Bronze, 2019)
Countrybrook Living Center (Bronze, 2015)
Covenant Health & Rehabilitation of Vicksburg (Bronze, 2016)
Crystal Rehabilitation & Healthcare Center (Bronze, 2019)
Delta Rehabilitation & Healthcare Center (Silver, 2019)
Diversicare of Ripley (Bronze, 2018)
Glenburney Healthcare & Rehabilitation Center (Bronze, 2015)
Heritage House Nursing Center (Bronze, 2019)
Highland Home Ridgeland (Bronze, 2018)
Holly Springs Rehabilitation & Healthcare (Bronze, 2019)
Indianola Rehabilitation & Healthcare (Bronze, 2019)
Joy Health & Rehabilitation of Cleveland, LLC (Bronze, 2016)
Lakeside Health & Rehabilitation Center (Silver, 2015)
Manhattan Nursing & Rehabilitation Center (Bronze, 2017)
Natchez Rehab. & Healthcare Center (Bronze, 2018)
Neshoba County Nursing Home (Bronze, 2016)
The Oaks Rehab & Healthcare Center (Bronze, 2019)
Oasis Health & Rehabilitation (Bronze, 2015)
Ocean Springs Health & Rehabilitation (Silver, 2015)
Presteige Assisted Living at Kalispell (Bronze, 2018)
Ruleville Nursing & Rehabilitation Center (Bronze, 2017)
Senatobia Convalescent Center & Rehabilitation (Bronze, 2017)
Sharkey Issaquena Nursing Home (Bronze, 2019)
Starkville Manor Healthcare & Rehabilitation Center (Bronze, 2015)
Trinity Mission Health & Rehabilitation of Great Oaks, LLC (Bronze, 2016)
Trinity Mission Health & Rehabilitation of Holly Springs (Bronze, 2015)
Tupelo Nursing & Rehabilitation Center (Bronze, 2017)
Vicksburg Convalescent Home (Bronze, 2019)
Winona Manor Health Care & Rehabilitation Center (Bronze, 2015)
Yazoo City Rehabilitation & Healthcare (Bronze, 2019)
4 Bronze winners, 2014