



Created by Congress 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.

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.**
- **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 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 for charity care

Alliance for 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.

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

AHCA/NCAL National Quality Award Recipients in Mississippi

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.

Bedford Alzheimer's Care Center (Bronze, 2019)
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)
Boyington Health and Rehab. Center (Silver, 2015)
Brandon Nursing and Rehab. Center (Bronze, 2017)
Camellia Estates (Silver, 2018)
Columbia Rehab. and Healthcare Center (Bronze, 2019)
Cornerstone Rehab. and Healthcare (Bronze, 2019)
Crystal Rehab. and Healthcare Center (Bronze, 2019)
Delta Rehab. and Healthcare Center (Silver, 2019)
Diversicare of Ripley (Bronze, 2018)
Dixie White House Nursing Home (Bronze, 2010)
Edgewood Health and Rehab. (Bronze, 2020)

Heritage House Nursing Center (Bronze, 2019)
Highland Home (Bronze, 2018)
Holly Springs Rehab. and Healthcare (Silver, 2020)
Indianola Rehab. and Healthcare Center (Silver, 2020)
Lakeside Health and Rehab. Center (Silver, 2015)
Natchez Rehab. and Healthcare Center (Bronze, 2018)
North Pointe Health and Rehab. (Bronze, 2020)
Ocean Springs Health and Rehab. (Silver, 2015)
Picayune Rehab. and Healthcare (Bronze, 2012)
Sharkey Issaquena Nursing Home (Bronze, 2019)
Shelby Nursing and Rehab. Center (Bronze, 2010)
Singing River Nursing and Rehab. (Silver, 2012)
The Bluffs Rehab. and Healthcare (Silver, 2019)
The Oaks Rehab. and Healthcare Center (Bronze, 2019)
Vicksburg Convalescent Home (Bronze, 2019)
Yazoo City Rehab. and Healthcare (Bronze, 2019)