



# Baldrige in Missouri

- 53 Missouri applicants for the Baldrige Award (2005–2021)
- 4 Missouri award applicants in 2016–2021 represent 3,963 jobs, 33 work locations, more than \$1 billion in revenues/budgets, and more than 7 million customers served.
- 5 Baldrige examiners from Missouri volunteered about \$112,500 in services in 2021, and 3 Baldrige examiners from Missouri volunteered about \$67,500 in services in 2022.

## Baldrige Award Recipients in Missouri

Boeing Aerospace Support, service, 2003  
Concordia Publishing House, nonprofit, 2011  
Heartland Health, health care, 2009  
Honeywell Federal Manufacturing & Technologies, manufacturing, 2009  
Mid-America Transplant, nonprofit, 2021 and 2015  
MidwayUSA, small business, 2021, 2015, and 2009

Nestlé Purina PetCare Co., manufacturing, 2010  
Saint Luke's Hospital of Kansas City, health care, 2003  
SSM Health Care, health care, 2002  
Wainwright Industries, Inc., small business, 1994

## Featured Baldrige Award Recipient



Mid-America Transplant is a private, nonprofit organ procurement organization (OPO) and eye and tissue bank primarily serving 84 counties in eastern Missouri, southern Illinois, and northeastern Arkansas. Mid-America Transplant works with partner hospitals to procure donated organs and tissues and then provide them to transplant centers and tissue processors.

## Highlights

- 167% increase in organs transplanted and 350% increase in tissue donors in 2020
- Among the top-performing OPOs nationwide, with more than 125 organs transplanted annually per 1 million (population) since 2017
- Overall rates of satisfaction by local organ transplant center and tissue processor customers sustained above 4.5 on a five-point scale since 2017
- Through the first year of the COVID-19 pandemic, maintained a very low rate of missed organ referrals (sustained near zero from 2017 through 2020) and a best-possible rate of timely organ referrals (100% done within 90 minutes from the time of the donor's death)
- Overall workforce engagement that consistently exceeds two external industry comparisons

## Baldrige-Based Award Programs Serving Missouri

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.

The [Quality Texas Foundation](#) (QTF), an Alliance for Performance Excellence member, was organized by the governor in 1994 to use the Baldrige Criteria (part of the Baldrige Excellence Framework) to improve Texas organizations. Today, QTF's regional program supports Texas, Puerto Rico, Missouri, Kansas, Louisiana, and South Carolina. QTF wide range of offerings include organizational assessment/feedback, recognition/awards, an annual conference, membership opportunities, organization-specific examiner training, applicant training/coaching, writing seminars, site visit training, organizational leadership/examiner training, leadership/strategic planning/customer service/workforce engagement/info. analysis, measures, and building a learning organization training, Communities of Excellence seminars, and faith-based seminars with specific criteria for religious institutions.

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.

The [Communities of Excellence Learning Collaborative](#) introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of businesses, organizations, school systems, and government communitywide to implement and sustain community change.

## 2013–2020 Missouri Quality Award Recipients

### Quality Award

Citizens Memorial Hospital and Healthcare Foundation  
Golden Valley Memorial Healthcare  
Lake Regional Health System  
Mercy Rehabilitation Hospital  
Mid-America Transplant  
MidwayUSA  
Park Hill School District of Kansas City  
Special School District of St. Louis County

SSM Health St. Mary's Hospital  
West Community Credit Union

### Tier 2 Award

Dunklin R-5 School District  
Mercy Rehabilitation Hospital  
Primaris  
Saint Francis Ministries

### Tier 1 Award

Logan University

## Featured State Award Recipient



Mercy Rehabilitation Hospital  
In Partnership with Kindred Healthcare

Mercy Rehabilitation Hospital St. Louis is a regional, freestanding rehabilitation hospital serving the St. Louis Metropolitan area and surrounding communities. Its comprehensive treatment approach includes addressing the physical, emotional, and psychological components for patients with devastating events such as stroke, brain injuries, burns, spinal cord injuries, and multiple trauma.

### Highlights

- Decreases in employee turnover of 27% overall and 34% for nurses from 2018 to 2019
- Reductions of 98% in hospital-acquired wounds, 63% in hospital-acquired infections, and 13% in acute care transfers, all with the highest case-mix index (measure of patient acuity) on record
- 18% reduction in patient falls to the lowest level on record

## Communities of Excellence Participants in Missouri

Excelsior Springs  
Greater St. Louis  
Metro Core St. Louis  
Northwest Missouri

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

Ash Grove Healthcare Facility (Bronze, 2021)	Monterey Park Nursing Center (Silver, 2020)
Barnes-Jewish Extended Care (Bronze, 2021)	NHC HealthCare, Maryland Heights (Bronze, 2020)
Bethesda Dilworth Memorial Home (Bronze, 2021)	NHC Healthcare, West Plains (Bronze, 2022)
Bethesda Meadow (Bronze, 2021)	Northland Rehab. and Health Care Center (Bronze, 2020)
Bethesda Southgate (Silver, 2022)	Osage Beach Rehab. and Health Care (Bronze, 2020)
Butterfield Residential Care Center (Bronze, 2020)	Parkview Healthcare Facility (Bronze, 2020)
Christian Extended Care and Rehabilitation (Bronze, 2021)	Scenic Nursing and Rehabilitation Center (Bronze, 2021)
Citizens Memorial Healthcare Facility (Bronze, 2020)	Springfield Rehab. and HealthCare Center (Bronze, 2020)
Clark County Nursing Home (Bronze, 2020)	St. Louis Altenheim (Bronze, 2020)
Colonial Springs Healthcare Center (Bronze, 2022)	StoneBridge Chillicothe (Bronze, 2020)
Creekside at Elfindale Assisted Living (Bronze, 2022)	StoneBridge DeSoto (Bronze, 2021)
Katy Manor (Silver, 2021)	StoneBridge Hermann (Bronze, 2020)
Life Care Center of Cape Girardeau (Bronze, 2020)	StoneBridge Lake Ozark (Bronze, 2020)
Life Care Center of Sullivan (Bronze, 2020)	StoneBridge Oak Tree (Bronze, 2020)
Medicalodges Butler (Bronze, 2020)	StoneBridge Owensville (Bronze, 2020)
Missouri Veterans Home—Cape Girardeau (Bronze, 2020)	Sunrise of Chesterfield (Bronze, 2020)
Missouri Veterans Home—Warrensburg (Bronze, 2020)	Sunrise of Des Peres (Bronze, 2020)

## 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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