Baldrige in Missouri

• 51 Missouri applicants for the Baldrige Award (2005–2019)
• 2 Missouri award applicants in 2016–2019 represent 2,947 jobs, 30 work locations, more than $629 million in revenues/budgets, and an estimated 646,000 customers served.
• 8 Baldrige examiners from Missouri volunteered about $180,000 in services in 2019.

Missouri National Role Models

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

Success Story

Mid-America Transplant is a private, nonprofit organ procurement organization and eye and tissue bank 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

• Decrease from $7,000 to under $4,000 over 3 years in cost per donor for in-house cases, compared with approximately $20,000 in the hospital
• First in the nation in lungs transplanted in 2014, second in 2015; second in kidneys in 2015, seventh for livers in 2015, and top 25% for both hearts and pancreata in 2015
• 80% workforce engagement, at or better than national best-in-class comparisons over 3 years; nearly 90% overall employee retention

Midwest Excellence Institute

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.

The Midwest Excellence Institute (https://midwestexcellence.org) was established in 1992 to administer the Missouri Quality Award program and to promote quality principles in organizations from all industry sectors. It is a 501(c)(3) not-for-profit educational organization funded entirely by memberships and income-generating activities. The Foundation is led by a Board of Directors consisting of key business, education, government, and health care leaders.
2013–2019 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

**Tier 2 Award**
- West Community Credit Union
- Dunklin R-5 School District
- Mercy Rehabilitation Hospital
- Primaris
- Saint Francis Ministries

**Tier 1 Award**
- Logan University

**Featured Recipient**

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
- In 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 from 2018 to 2019 to the lowest level on record

AHCA/NCAL National Quality Award Recipients in Missouri

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.

- Ashley Manor Care Center (Bronze, 2017)
- The Bluffs (Bronze, 2017)
- Carnegie Village Senior Living Community (Bronze, 2018)
- Columbia Manor Care Center (Bronze, 2017)
- Frene Valley of Herman (Bronze, 2017)
- Frene Valley of Owensville (Bronze, 2017)
- Holden Manor Care Center (Bronze, 2017)
- Indian Hills—A Stonebridge Community (Bronze, 2017)
- James River Care Center Inc. (Bronze, 2017)
- Jefferso City Manor Care Center (Bronze, 2017)
- Katy Manor (Bronze, 2017)
- Lakeside Meadows—A Stonebridge Community (Bronze, 2017)
- LaVerna Village Nursing Home (Bronze, 2017)
- Life Care Center of Carrollton (Silver, 2017)
- Life Care Center of Waynesville (Silver, 2017)

- The Manor at Elfindale (Silver, 2017)
- Monterey Park Nursing Center (Bronze, 2017)
- Nodaway Nursing Home (Bronze, 2017)
- Oak Tree Villas—A Stonebridge Community (Bronze, 2017)
- Oregon Care Center (Bronze, 2016; Silver, 2019)
- Parkdale Manor Care Center (Bronze, 2018)
- Rolla Manor Care Center (Bronze, 2018)
- Scenic Nursing & Rehabilitation Center (Bronze, 2017)
- Sunrise of Chesterfield (Bronze, 2017)
- Sunrise of Des Peres (Bronze, 2017)
- Sunrise on Clayton (Bronze, 2017)
- Sunrise of Webster Groves (Bronze, 2019)
- Tiffany Heights (Silver, 2018)
- The Valley—A Stonebridge Community (Bronze, 2017)
- The Villas—A Stonebridge Community (Bronze, 2017)
- Westphalia Hills—Stonebridge Community (Bronze, 2017)