Baldrige in North Dakota: Performance Excellence Network

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.

Founded in 1987, the Performance Excellence Network (formerly the Minnesota Council for Quality; www.performanceexcellencenetwork.org/) is a nonprofit that advances improvement and performance excellence in Minnesota, South Dakota, and North Dakota. We identify strengths and improvement opportunities and build networks that bring information, resources, knowledge, and best practices to organizations, individuals, and communities desiring to improve. We serve more than 250 organizations in the Upper Midwest.

AHCA/NCAL National Quality Award Recipients in North Dakota

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.

- Augusta Place—a Prospera Community (Bronze, 2019)
- Bethany on University Skilled Care (Bronze, 2019)
- Bethany Retirement Living on 42nd (Bronze, 2019)
- Elm Crest Manor (Bronze, 2019)
- Good Samaritan Society - Mott (Bronze, 2019)
- Sheyenne Care Center (Silver, 2017)
- Tufte Manor (Bronze, 2017)
- Valley Eldercare Center (Bronze, 2017)
- Wheatland Terrace (Bronze, 2018)
- Sunset Drive—a Prospera Community (Bronze, 2019)
- Woodside Village (Bronze, 2017; Silver, 2019)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,747 feedback reports detailing organizational strengths and opportunities for improvement.
- 121 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2019 applicants represent 650,693 U.S. jobs, 3,167 work sites, more than $181 billion in revenues/budgets, and about 590 million customers served.
- 348 national Baldrige examiners volunteered roughly $7.8 million in services in 2019.
- In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.
Sample Achievements by Baldrige Award Recipients

- **Growth in revenue** from $41 million to $265 million over 10 years (PricewaterhouseCoopers Public Sector Practice)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Adventist Health Castle)
- **Outperforms its local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- **Satisfaction levels above 90%** for all four key customer groups (Center for Organ Recovery & Education)
- **Standard & Poor’s “strong” rating** since 2017 (Illinois Mutual Retirement Fund)
- **Set national benchmarks for patient safety**, include a two-year reduction in total harm issues from 6.2 to 1.1 per 1,000 patient days from 2016 to 2018 and top-decile performance for PSI-90 patient safety composite results since 2017 (Memorial Hospital and Health Care Center)
- **62% increase in revenue** over the four years preceding its 2018 Baldrige Award; ratio of annual revenue per consultant 50% better than a national comparison (Integrated Project Management)
- Estimated **cost savings of $225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Zero emergency department returns after outpatient surgery**, 2014–2018 (national top decile) (Adventist Health White Memorial)
- Voted “Best Financial Institution” by readers of the Boulder Daily Camera for 15 of 16 years; more mortgage volume in its county than its competitors (Elevations Credit Union)
- **13% increase in dealership gross profit** over 4 years (Don Chalmers Ford)
- **Zero “never events”** (medical errors that should never occur) over 5 years (Memorial Hermann Sugar Land Hospital)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)
- **99.99% Average Service Availability Index** over 3 years, better than all utility, region, and class comparisons (Bristol Tennessee Essential Services)
- **Five-star (highest possible) quality rating** for 7 consecutive years (Kindred Nursing and Rehabilitation—Mountain Valley)