



# Baldrige in South Carolina

- 8 South Carolina applicants for the Baldrige Award (2005–2020)
- 2 South Carolina award applicants in 2016–2020 represent 11,612 jobs, 1,617 work locations, about \$2 billion in revenues/budgets, and over 236,000 customers served.
- 2 Baldrige examiners from South Carolina volunteered about \$45,000 in services in 2022, and 7 Baldrige examiners from South Carolina volunteered about \$157,500 in services in 2020.

## Baldrige Award Recipient in South Carolina

Milliken & Company, manufacturing, 1989

## Baldrige-Based Award Programs Serving South Carolina

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 [South Carolina Quality Forum](#) was created in 1991 to recognize and encourage improvements and excellence in quality, productivity, efficiency, effectiveness, and competitiveness by organizations throughout South Carolina. The South Carolina Quality Forum uses the Baldrige Performance Excellence Program to accomplish this mission.

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.

## 2011–2020 South Carolina Governor's Quality Award Recipients

### Governor's Award

Charleston Water System  
Medical University of South Carolina  
Self Regional HealthCare

### Gold Achiever Award

Greenville Technical College

## Featured South Carolina Governor's Quality Award Recipient



Self Regional Healthcare began as Self Memorial Hospital in 1951 and was built to be one of the most advanced hospitals in the country. It is now a major referral and medical center that provides advanced health care services to a population of more than a quarter of a million people from the surrounding seven counties.

### Highlights

- 11 consecutive Gallup Great Workplace Awards
- American Heart Association Gold Plus Award for heart failure care

## AHCA/NCAL National Quality Award/Recognition Recipients in South Carolina

Angel Oak Nursing and Rehab. Center (Bronze, 2022)

Beaufort Nursing and Rehab. (Bronze, 2020)

Blackville Healthcare and Rehabilitation (Bronze, 2021)

Franke Healthcare and Rehab. (Bronze, 2018)

Heartland Health Care Center—Greenville West (Bronze, 2021)

Heartland of Columbia Rehabilitation and Nursing Center (Bronze, 2020)

Lake Marion Nursing Facility (Bronze, 2022)

Lexington Medical Center Extended Care (Bronze, 2022)

Life Care Center of Charleston (Bronze, 2020)

Life Care Center of Hilton Head (Bronze, 2020)

Medford Place (Bronze, 2018)

Mount Pleasant Manor (Bronze, 2019)

Mountainview NH (Bronze, 2018)

NHC HealthCare Anderson (Silver, 2021; Bronze, 2020)

NHC HealthCare Bluffton (Bronze, 2021)

NHC HealthCare, Charleston (Bronze, 2021)

NHC HealthCare Greenville (Silver, 2019)

NHC HealthCare, Greenwood (Bronze, 2021)

NHC HealthCare, Laurens (Bronze, 2021)

NHC HealthCare Mauldin (Bronze, 2021)

NHC HealthCare North Augusta (Bronze, 2021)

NHC HealthCare Sumter (Bronze, 2019)

Oakhaven Inc. (Bronze, 2018)

PruittHealth-Bamberg (Bronze, 2021)

PruittHealth—Columbia (Silver, 2021)

PruittHealth—Conway (Bronze, 2020)

PruittHealth-Dillon (Bronze, 2021)

PruittHealth—Orangeburg (Bronze, 2019)

PruittHealth—Pickens (Silver, 2019)

PruittHealth—Ridgeway (Bronze, 2020)

PruittHealth—Rock Hill (Bronze, 2022)

Richard M. Campbell Veteran's Nursing Home (Silver, 2018)

Spartanburg Hospital for Restorative Care (Bronze, 2019)

Wesley Court Assisted Living (Bronze, 2018)

Williston Healthcare & Rehabilitation (Bronze, 2021)

## 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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