



# Baldrige in Wisconsin

- 30 Wisconsin applicants for the Baldrige Award (2005–2020)
- 1 Wisconsin award applicant in 2013 represents 296 jobs, \$28.6 million in revenues/budgets, and over 2,760 customers served.
- 6 Baldrige examiners from Wisconsin volunteered about \$135,000 in services in 2021, and 2 Baldrige examiners from Wisconsin volunteered about \$45,000 in services in 2022.

## Baldrige Award Recipients in Wisconsin

Pewaukee School District, education, 2013

Mercy Health System, health care, 2007

University of Wisconsin-Stout, education, 2002

### Featured Baldrige Award Recipient



Pewaukee School District, located in Waukesha County, Wisconsin (outside Milwaukee), has an enrollment of 2,760 students. The district includes four schools (two elementary schools, one middle school and one high school) housed on an 85-acre campus that serves students from both the city and village of Pewaukee. The district is staffed by 296 employees and operates under a budget of \$28.6 million.

### Highlights

- 93.8% parent satisfaction with educational quality in 2012-2013
- 91.5%–94.8% parent satisfaction with communication in 2012-2013, compared with a national average of 74%
- 0.09% dropout rate, better than the county, the state, and nearby high-performing districts by a factor of 5 to 15
- Economically disadvantaged students achieving 45.5% proficiency compared with scores below 33% for similar students in the county, the state, and nearby high-performing schools on the state proficiency tests
- Named one of Wisconsin's Top 100 Workplaces for 2011, 2012 and 2013

## Baldrige-Based Award Programs Serving Wisconsin

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 [Wisconsin Center for Performance Excellence](#), an Alliance for Performance Excellence member, strives to create better organizations, better results, and recognize great organizations with the Wisconsin Forward Award. It has the tools and resources to help Wisconsin organizations of all types and sizes to successfully achieve their vision and contribute to the economic vitality of the region. Hundreds of Wisconsin organizations from all sectors and of all sizes have affiliated with the Center since its inception.

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.

## 2014–2020 Wisconsin Forward Award Recipients

### Excellence Award

ASQ  
Black River Memorial Hospital  
HSHS St. Joseph's Hospital  
MetaStar, Inc.  
SSM Health Care of Wisconsin

### Mastery Award

Chippewa Valley Technical College  
Columbus Community Hospital  
Holy Family Memorial, Inc.  
Monona Terrace Community & Convention Center  
Sauk Prairie Memorial Hospital and Clinics

### Proficiency Award

Crossing Rivers Health  
Goodwill Retail Services

Milwaukee Area Technical College  
Milwaukee County Department of Health & Human Services  
Waukesha County Technical College

### Commitment Award

Curative Care Network  
Milwaukee County Department of Administration  
School District of Janesville  
West Bend School District

### Challenger Award

Community Care, Inc.  
Concordia University Department of Education  
Department of Employee Trust Funds  
HSHS Western Wisconsin Division  
Royal Credit Union

## Featured Wisconsin Forward Award Recipient



Black River Memorial Hospital is an independent, 25-bed critical access hospital serving Jackson County, Wisconsin. Located halfway between Minneapolis and Madison on I-94, thousands of residents and visitors are served each year. BRMH employs over 370 staff members and contributed \$64,673,004 in economic activity to the community in 2017.

### Highlights

- 99th percentile in patient satisfaction for overall quality of care
- Ranked one of the “Best Places to Work in Healthcare in the Nation” by *Modern Healthcare* for the last 8 years
- Over \$14 million in community benefits in 2017
- Top 500 Homecare Elite Award, 2017 and 2018

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

Ashland Health Services (Bronze, 2020)  
The Bay at Eastview Health & Rehab. Ctr. (Bronze, 2021)  
The Bay at Gardenview Assisted Living Center (Bronze, 2022)  
The Bay at Nu-Roc Health & Rehab. Ctr. (Bronze, 2021)  
The Bay at Oconto Health & Rehab. Ctr. (Bronze, 2021)  
The Bay at Suring Health & Rehab. Ctr. (Bronze, 2022)  
The Bay at Waters Edge Health & Rehab. Center (Bronze, 2021)  
Cornell Health Services (Bronze, 2020)

Court Manor Health Services (Bronze, 2019)  
Delavan Health Services (Silver, 2020)  
Edenbrook of Platteville (Bronze, 2022)  
Ellsworth Health Services (Bronze, 2021)  
Elroy Health Services (Silver, 2020)  
Evergreen Health Services (Bronze, 2021)  
Florence Health Services (Silver, 2020)  
Green Bay Health Services (Bronze, 2019)  
Hammond Health Services (Silver, 2020)  
Hayward Health Services (Bronze, 2019)

## AHCA/NCAL National Quality Award/Recognition Recipients in Wisconsin, continued

Lake Country Landing (Bronze, 2020)	Sheboygan Health Services (Bronze, 2019)
Little Chute Health Services (Bronze, 2021)	Sheboygan Progressive Health Services (Bronze, 2019)
Meadow View Health Services (Bronze, 2019)	Soldiers Grove Health Services (Bronze, 2020)
Mercy Health Services (Silver, 2020)	St. Francis Health Services (Bronze, 2019)
Nekoosa Court (Bronze, 2020)	Sturgeon Bay Health Services (Bronze, 2019)
Oak Ridge Care Center (Bronze, 2020)	Sunrise Health Services (Bronze, 2020)
Oakwood Health Services (Silver, 2019)	Three Oaks Health Services (Bronze, 2019)
Randolph Health Services (Silver, 2020)	Tomahawk Health Services (Bronze, 2019)
Rib Lake Health Services (Bronze, 2019)	Twin Ports Health Services (Bronze, 2019)
Rivers Bend Health Services (Bronze, 2022)	Veterans Home at Chippewa Falls (Silver, 2022)
Riverview Health Services (Bronze, 2019)	Wausau Manor (Silver, 2020)
Shawano Health Services (Bronze, 2019)	Willowdale Health Services (Bronze, 2019)

## 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.

Revised March 2023