



### About the Baldrige Performance Excellence Program

Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldrige in Alaska

- **6 Alaska applicants for the Baldrige Award (2005–2015)**
- **1 Alaska applicant in 2011 represents 1,487 jobs, 24 work locations, over \$200 million in revenues/budgets, and an estimated 50,000 customers.**
- **2 Baldrige examiners from Alaska volunteered over \$30,000 in services in 2012.**

## Alaska National Role Models

Southcentral Foundation, health care, 2011  
Chugach School District, education, 2001

### Success Story



Southcentral Foundation (SCF) is a nonprofit health care organization established in 1982 to improve the health and social conditions of Alaska Native and American Indian people, enhance culture, and empower individuals and families to take charge of their lives. SCF provides a wide range of programs to address physical, mental, emotional, and spiritual wellness for about 55,000 Alaska Native and American Indian people. Of these, 45,000 reside in the Anchorage area and 10,000 live in 55 remote villages accessible only by plane. SCF's total coverage area spans some 100,000 square miles. This area is served by a network of 24 health care facilities. SCF employs 1,487 people and reported \$201.3 million in revenues in 2010.

### Selected Results

- Highest level of Patient Centered Medical Home™ recognition from the National Committee on Quality Assurance (NCQ)
- Improvement in same-day access to care, leading to a 50% decrease in costly emergency room and urgent care visits, a 65% decrease in specialty care, a 36% decrease in primary care visits, and a 53% decrease in hospital admissions
- Since 2009, performance levels for diabetes care exceeding the 90th percentile of the Healthcare Effectiveness Data and Information Set
- Approximately 91% overall customer survey satisfaction rating; 73.3% Consumer Assessment of Healthcare Providers and Systems (CAHPS) satisfaction rating against a top-box benchmark of 46%
- Decrease in staff turnover from 37% to 17% over 3 years

## Alaska Performance Excellence Foundation

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Alaska Performance Excellence (APEX; <http://www.akapex.org/>) specifically helps organizations learn about performance excellence and share successful practices and approaches of role-model organizations from Alaska. APEX provides training on the Baldrige performance excellence framework and consulting for leaders that are interested in beginning a journey toward performance excellence. Organizations and individuals attending APEX learning events network and learn from each other and share successful practices and knowledge in areas that impact performance excellence.

## AHCA/NCAL National Quality Award Winners in Alaska

The [AHCA/NCAL National Quality Award Program](#) 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.

Denali Center (2014, Bronze)

## Baldrige in the U.S.

- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.**
- **U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.**
- **102 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.**
- **349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.**
- **In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.**