



## 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 Arkansas

- **3 Arkansas applicants for the Baldrige Award (2005–2015)**
- **1 Baldrige examiner from Arkansas volunteered over \$15,000 in services in 2015.**

## Arkansas Governor's Quality Award

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. The Arkansas Institute for Performance Excellence (<http://www.arkansas-quality.org>) provides opportunities for all organizations in Arkansas to measure their progress toward performance excellence through training, self-assessment and recognition in the Governor's Quality Award Program. Businesses, health care organizations, schools, government agencies, and nonprofits use the Governor's Quality Award process to improve their performance. The process is intended to create a system for measuring progress and growth. Using the Baldrige Excellence Framework, each organization is assessed based on its individual and organizational goals.

## 2014–2015 Arkansas Award Winners

Baldor Electric Company (Governor's Award)	Beaver Water District (Challenge)
Conway Regional Health System (Governor's Award)	Belle Meade (Challenge)
J. V. Manufacturing, Inc. (Governor's Award)	Boston Mountain Rural Health Center, Inc. (Challenge)
North Arkansas College (Governor's Award)	Chapel Woods Health and Rehabilitation (Challenge)
DD&F Consulting (Achievement)	Conway Healthcare & Rehabilitation Center (Challenge)
Mainstream Technologies (Achievement)	DataPath (Challenge)
National Guard Professional Education Center (Achievement)	Gosnell Therapy and Living (Challenge)
North Arkansas College (Achievement)	Greystone Nursing and Rehab (Challenge)
Saline Memorial Hospital (Achievement)	Hope's Creek Retirement & Assisted Living (Challenge)
St. Elizabeth's Place (Achievement)	Katherine's Place at Wedington (Challenge)
Central Moloney, Inc. (Commitment)	ProCare Therapy Services (Challenge)
College of the Ouachitas (Commitment)	Professional Nursing Solutions, LLC (Challenge)
Gosnell Living & Therapy (Commitment)	Silver Oaks Health and Rehabilitation (Challenge)
M. O. Ramay Junior High School (Commitment)	Southern Administrative Services (Challenge)
Mountain Meadows Health & Rehabilitation (Commitment)	Southern Trace Rehabilitation and Care Center (Challenge)
NorthWest Arkansas Community College (Commitment)	Southridge Village Retirement Center (Challenge)
Shiloh Nursing & Rehab (Commitment)	The Green House Cottages of Southern Hills (Challenge)
Spring Creek Health & Rehab (Commitment)	Village Springs Health and Rehabilitation (Challenge)
Alcoa Pines Health & Rehabilitation (Challenge)	Westwood Health & Rehab, Inc. (Challenge)

## Success Story



Located in Harrison, North Arkansas College (Northark) provides transfer and technical degrees, certificates, customized business training, adult basic education, and noncredit community education courses. Expanded online degrees and certificates couples with over 70 partnerships with universities provide flexibility to students as they complete their education. Partnerships with local industries provide internship opportunities while in college and a high skilled workforce upon graduation. Northark is 1 of 5 community colleges in Arkansas to offer 100% online associates degrees.

### **Selected Results**

- Named one of the top 100 most affordable colleges in the nation
- 85% of graduates employed full-time within 6 months of graduation; 81% stay in the local area
- Over 56% increase in degree and certificate completion from 2011 to 2014
- 95% of students would recommend the school to a friend or family member

## AHCA/NCAL National Quality Award Winners in Arkansas

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.

Alcoa Pines Health and Rehabilitation (2015, Bronze)

The Crossing at Riverside Health and Rehabilitation  
(2015, Bronze)

Chapel Woods Health and Rehabilitation (2015, Bronze)

Chenal Rehabilitation and Healthcare (2015, Bronze)

Gassville Therapy & Living (2015, Bronze)

Katherine's Place at Wedington (2015, Bronze)

Mercy Crest Retirement Living (2015, Bronze)

Osceola Therapy and Living (2015, Bronze)

Pioneer Therapy and Living (2015, Bronze)

Pine Lane Therapy & Living (2015, Bronze)

Silver Oaks Health and Rehabilitation (2015, Bronze)

Gosnell Therapy and Living (2014, Bronze)

Hope's Creek Inc. (2014, Bronze)

Lonoke Nursing and Rehabilitation Center (2014,  
Bronze)

Mountain Meadows Health and Rehabilitation (2014,  
Bronze)

River Lodge Assisted Living (2014, Bronze)

Spring Creek Health and Rehab (2014, Bronze)

Village Springs Health and Rehabilitation (2014, Bronze)

## Robert W. Carey Performance Excellence Award Winners in Arkansas

The Secretary of Veterans Affairs' [Robert W. Carey Performance Excellence Award](#) recognizes organizations within the Department of Veterans Affairs that have implemented management approaches that result in sustained high levels of performance and service to veterans. The award criteria are aligned with the Baldrige Criteria for Performance Excellence.

Central Arkansas Veterans Healthcare System (Trophy, 2010; Circle of Excellence, 2011, 2012, 2013)

Veterans Health Care System of the Ozarks (Trophy, 2011; Circle of Excellence, 2012, 2013; Performance Excellence, 2010)