



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 Illinois

- **21 Illinois applicants for the Baldrige Award (2005–2015)**
- **7 Illinois award applicants in 2013 represent 2,564 jobs, 20 work locations, more than \$436 million in revenues/budgets, and an estimated 400,000 customers served.**
- **9 Baldrige examiners from Illinois volunteered over \$136,000 in services in 2014.**

Illinois National Role Models

Advocate Good Samaritan Hospital, health care, 2010 (Downers Grove)

Community Consolidated School District 15, education, 2003 (Palatine)

Motorola Inc., Commercial, Government, and Industrial Solutions Sector, manufacturing, 1988 and 2002 (Schaumburg)—one of the first three Baldrige winners

Success Story

 Advocate Good Samaritan Hospital

This acute-care medical facility in Downers Grove, Illinois, has evolved from a midsized community hospital to a nationally recognized leader in health care. “Good Sam,” as it is popularly known, is part of Advocate Health Care, named one of the 10 top Health Systems by Thomson Reuters. The hospital has a workforce of 2,700 associates, 450 volunteers, and 950 independent physicians representing 59 specialties. It has revenues of \$420 million.

Selected Results

- Decrease from 0.73 to 0.25 in risk-adjusted mortality (actual mortality divided by expected mortality where 1.0 equals the expected) over 5 years
- Overall most preferred hospital and top choice for its main service offerings, according to a brand preference study of Good Samaritan Hospital and its closest competitors
- Better-than-top-decile levels of overall patient satisfaction levels for outpatient, emergency, ambulatory surgery, and convenient care exceed top decile
- 17% market share increase over 5 years
- 98th percentile for overall associate satisfaction in 2009 and 97th percentile in 2010

Illinois Performance Excellence

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. Illinois Performance Excellence (ILPEX; <http://www.ilpex.org/>) is a nonprofit organization with the vision to create a culture of excellence that is pervasive throughout Illinois. ILPEX empowers organizations to understand and use the Baldrige Excellence Framework and its Criteria for Performance Excellence. Guided by understanding the Baldrige Criteria, leaders can move to a systematic “view” of their organization that translates into alignment and sustainability. Through awareness and deployment of the Baldrige Criteria, organizations improve their results and contribute to the economic vitality of their communities and to the State of Illinois.

2012–2015 Illinois Performance Excellence Winners

Advocate Lutheran General Hospital, Park Ridge (Gold)	Concentric Rockford, Inc. (Bronze)
United Cerebral Palsy Land of Lincoln (Gold)	Health Research & Educational Trust (Bronze)
American College of Healthcare Executives (Silver)	HSHS St. Anthony’s Memorial Hospital (Bronze)
Health Research & Educational Trust (Silver)	National Express LLC (Bronze)
Illinois Municipal Retirement Fund (Silver)	OSF St. Mary Medical Center (Bronze)
Integrated Project Management (Silver)	Saint Anthony Hospital (Bronze)
College of DuPage, Glen Ellyn (Bronze)	St. Elizabeth’s Hospital (Bronze)
Community Consolidated School District 93 (Bronze)	St. Mary’s Hospital (Bronze)
Concentric Itasca, Inc. (Bronze)	

Success Story



Advocate Lutheran General is the premier academic referral hospital for northwest Chicago and north Chicagoland, Illinois. The 638-bed research hospital offers the most advanced care in its Level I trauma center (the highest level) and its cardiovascular, orthopedic, advanced surgery, oncology, and neuroscience institutes. Lutheran General is part of Advocate Health Care, based in Downers Grove, Illinois, which is the largest health care provider in the state and one of the nation’s top health care systems.

Selected Results

- Rated 15 times as a 100 Top Hospitals® designee by Truven Health Analytics
- First hospital in the area to be awarded the American Nurses Credentialing Center’s prestigious Magnet designation
- One of only 30 hospitals in the nation to achieve exemplary outcomes for surgical patient care by the American College of Surgeon’s National Surgical Quality Improvement Program

AHCA/NCAL National Quality Award Winners in Illinois

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.

Church Creek (2015, Bronze)	Jacksonville Skilled Nursing and Rehabilitation (2014, Silver)
Sunrise at Fountain Square (2015, Bronze)	Sunrise Skilled Nursing & Rehab. (2014, Silver)
Sunrise Senior Living of Gurnee (2015, Bronze)	Imboden Creek Gardens (2014, Bronze)
Sunrise Senior Living of Palos Park (2015, Bronze)	Imboden Creek Living Center (2014, Bronze)