



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 Iowa

- **12 Iowa applicants for the Baldrige Award (2005–2015)**
- **1 Iowa applicant in 2015 represents 1,067 jobs, 5 work locations, \$566 million in revenues/budgets, and more than 266,000 customers served.**
- **3 Baldrige examiners from Iowa volunteered over \$45,000 in services in 2015.**

Iowa Recognition for 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. The Iowa Recognition for Performance Excellence (<http://www.iowaqc.org/>) is a 15-year-old program implemented to recognize role-model organizations within Iowa that are willing to apply for the Baldrige-based process. Since 2000, the Iowa process has had 109 applications with more 750 examiners and six gold-winning organizations. Each year the governor recognizes the applicants and encourages them to continue to support the program to build competitiveness in Iowa.

2012–2015 Iowa Recognition for Performance Excellence Award Winners

Genesis Health System (Gold)	Lennox Industries (Bronze)
Mary Greeley Medical Center (Gold)	Iowa Valley Community College District (Bronze)
Bridgestone Americas Agriculture Tire Operations (Silver)	Henry County Medical Center (Bronze)
Firestone Farm Tires (Silver)	D&B Agro Systems (Progress)
Urbandale Community School District (Silver)	America's Small Business Development Center (Commitment)
Iowa Donor Network (Bronze)	Fairfield School District (Commitment)
Davenport Ambulance Corp; Medic EMS (Bronze)	

Success Story



Mary Greeley Medical Center (MGMC) is a 220-bed, publicly owned regional medical center that employs 1,345 individuals. The mission of the organization is "to provide high-quality, cost-effective health care services that advance the health of central Iowans through specialized care and personal touch."

MGMC maintains an organizational culture that fosters positive employee engagement. From the time of hire through an employee's tenure at MGMC, the organization defines engagement and keeps employees engaged. The use of the employee engagement survey supports MGMC in valuing workforce members, resulting in an organizational culture that is conducive to open communication, high-performance work, exceptional patient care, and an engaged workforce.

AHCA/NCAL National Quality Award Winners in Iowa

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.

Atlantic Nursing and Rehab Center (2015, Silver)
Grundy Care Center (2015, Silver)
The Ambassador Sidney, Inc. (2015, Bronze)
Briarwood Healthcare Center (2015, Bronze)
Carroll Health Center (2015, Bronze)
Community Memorial Health Center (2015, Bronze)
The Gardens Assisted Living—Cherokee (2015, Bronze)
The Gardens of Jefferson (2015, Bronze)
Heritage Nursing Home (2015, Bronze)
Jersey Ridge Place (2015, Bronze)
Laurens Care Center (2015, Bronze)
Lone Tree Health Care Center dba Pioneer Park (2015, Bronze)
Marian Home (2015, Bronze)
Martin Health Center (2015, Bronze)
MeadowView Memory Care Village (2015, Bronze)
Morningside Healthcare Community (2015, Bronze)
New Hampton Nursing and Rehabilitation Center (2015, Bronze)
Northcrest Living Center (2015, Bronze)
Prairie View (2015, Bronze)
Red Oak Healthcare Community (2015, Bronze)
Shady Oaks Care Center (2015, Bronze)
Sunrise Terrace Nursing & Rehabilitation (2015, Bronze)

Unity Point Health—St. Luke's Hospital Living Center West (2015, Bronze)
Valley View Nursing & Rehabilitation Center (2015, Bronze)
Welcov Assisted Living at Alta (2015, Bronze)
Westridge Quality Care and Rehabilitation (2015, Bronze)
Wheatland Manor (2015, Bronze)
Welcov Assisted Living at Spirit Lake (2015, Bronze)
Spurgeon Manor (2014, Silver)
Cresco Care Center (2014, Bronze)
Crest Haven Care Centre (2014, Bronze)
Good Samaritan Society—Holstein (2014, Bronze)
Heritage Care Center (2014, Bronze)
Heritage Manor (2014, Bronze)
Linn Haven Rehab & Healthcare (2014, Bronze)
Linn Manor Care Center (2014, Bronze)
Longview Home (2014, Bronze)
Maple Heights Nursing Home (2014, Bronze)
Methodist Manor Retirement Community (2014, Bronze)
Rose Vista Home, Inc. (2014, Bronze)
Ruthven Community Care Center (2014, Bronze)
West Ridge Care Center (2014, Bronze)