



### 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 Mississippi

- **2 Mississippi applicants for the Baldrige Award (2005–2015)**
- **1 Mississippi Baldrige Award applicant in 2012 represents 6,100 jobs, 7 work locations, \$1.35 billion in revenue/budget, and an estimated 80,000 customers served.**
- **2 Baldrige examiners from Mississippi volunteered over \$30,000 in services in 2015.**

## Mississippi National Role Models

North Mississippi Health Services, health care, Tupelo, 2012

North Mississippi Medical Center, health care, Tupelo, 2006

### Success Story

 **NORTH MISSISSIPPI MEDICAL CENTER** North Mississippi Health Services is a nonprofit, community-owned, integrated health care delivery system serving 24 rural counties in northeast Mississippi and northwest Alabama. The organization includes six hospitals, four nursing homes, and 34 clinics. It provides preventive and wellness services, hospital-based emergency and acute care services, post-acute care services, and a preferred-provider organization. The workforce of 6,226 employees and 491 physicians serve at health care facilities located in six Mississippi communities and one Alabama city. Net revenue in 2011 was \$730 million. North Mississippi Medical Center, the flagship hospital and referral center in the system, received a health care category Baldrige Award in 2006.

### Selected Results

- Outpatient management of diabetes better than the National Committee for Quality Assurance top-decile benchmark
- For the medical center, 100% in 26 of 30 Surgical Care Improvement Project core measures
- At or above the Press Ganey Associates 90th percentile for patient satisfaction
- 90% or higher employee retention over 5 years
- Market share leader by 13% over its primary competitor
- Standard & Poor's AA credit rating for 18 years, despite its location in what has been called "the nation's epicenter of poverty"
- \$80 million per year spent for charity care

## Alliance 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. Mississippi's organizations are served by the Arkansas Institute for Performance Excellence (<http://www.arkansas-quality.org/>), the Louisiana Quality Foundation (<http://www.louisianaquality.org/>), and the Tennessee Center for Performance Excellence (<http://www.tncpe.org/>).

## AHCA/NCAL National Quality Award Winners in Mississippi

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.

Boyington Health and Rehabilitation Center (2015, Silver)  
Lakeside Health & Rehabilitation Center (2015, Silver)  
Ocean Springs Health and Rehabilitation (2015, Silver)  
Countrybrook Living Center (2015, Bronze)  
Glenburney Healthcare and Rehabilitation Center (2015, Bronze)  
Oasis Health and Rehab (2015, Bronze)  
Starkville Manor Healthcare and Rehabilitation Center (2015, Bronze)  
Trinity Mission Health and Rehabilitation of Holly Springs (2015, Bronze)

Winona Manor Health Care & Rehabilitation Center (2015, Bronze)  
Bedford Alzheimer's Care Center, LLC (2014, Bronze)  
Bedford Care Center of Hattiesburg (2014, Bronze)  
Bedford Care Center of Marion (2014, Bronze)  
Bedford Care Center, Monroe Hall, LLC (2014, Bronze)  
Crown Health & Rehab of Natchez (2014, Bronze)  
Liberty Health and Rehab of Indianola, LLC (2014, Bronze)  
Song Health & Rehab of Columbia LLC (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.**