



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 Texas

- **74 Texas applicants for the Baldrige Award (2005–2015)**
- **4 Texas award applicants in 2014 represent 8,340 jobs, 14 work locations, over \$1.78 billion in revenues/budgets, and an estimated 3.38 million customers served.**
- **42 Baldrige examiners from Texas volunteered over \$638,000 in services in 2015.**

Texas National Role Models

Hill Country Memorial, health care (2014)
St. David's HealthCare, health care (2014)
Lockheed Martin Missiles and Fire Control, manufacturing, 2012 (Grand Prairie)
City of Irving, nonprofit, 2012 (Irving)
Freese and Nichols, Inc., small business, 2010 (Fort Worth)
K&N Management, small business, 2010 (Austin)
Park Place Lexus, small business, 2005 (Dallas)
Richland College, education, 2005 (Dallas)
Texas Nameplate Co., small business, 2004 and 1998 (Dallas)
Branch-Smith Printing, small business, 2002 (Fort Worth)

Clarke America Checks, Inc., manufacturing, 2001 (San Antonio)
KARLEE Company, Inc., manufacturing, 2000 (Garland)
STMicroelectronics, Inc. Region Americas, manufacturing, 1999 (Carrollton)
GTE Directories Corp. (d/b/a Verizon Information Services), service, 1994 (Dallas/Fort Worth)
Texas Instruments Inc. Defense Systems and Electronics Group, (now part of Raytheon Systems Co.), manufacturing, 1992 (Dallas)
Marlow Industries, Inc., small business, 1991 (Dallas)
Wallace Company, Inc., small business, 1990 (Houston)

Success Story



HILL COUNTRY
MEMORIAL

Hill Country Memorial is an 86-bed community hospital operating as a nonprofit organization that offers both general and acute care services to 10 counties in the heart of the Texas Hill Country. Opened in 1971—with 93 percent of the community providing financial support—HCM provides inpatient, outpatient, and emergency services. With a workforce of more than 800 employees, medical staff and volunteers, HCM has an operating budget of \$199.5 million.

Selected Results

- "Top 100 Hospitals" designee by Truven Health Analytics for three years
- "Top 100 Great Community Hospitals" designee by Becker's Hospital Review
- Top 10% nationally for patient safety, general surgery, gastrointestinal care, and joint replacement by Healthgrades
- Better than the top 10% ranking nationally by the Centers for Medicare and Medicaid Services for patient experience measures such as "overall rating of hospital," "communication about medications," "pain management" and "responsiveness of hospital staff"

Quality Texas 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. The Quality Texas Foundation (QTF; <http://www.texas-quality.org/>) began in 1992 to assist individuals and organizations in continuous improvement efforts centered around the Baldrige Framework. QTF also offers a Leadership Development Program, Strategic Planning, Customer Service, Pre-Examiner and Regular Examiner Training events, and Workforce types of training and consulting.

2013–2015 Texas Award for Performance Excellence Recipients

Baylor Heart and Vascular Hospital	Medical Center Health System (Achievement)
Christus Health Ark-La-Tex	Schertz-Cibolo-Universal City Independent School District (Achievement)
Goodwill Industries of Central Texas	St. Philip's College (Achievement)
Memorial Hermann Sugar Land Hospital	The University of Texas MD Anderson Cancer Center Clinical Support Services (Achievement)
Methodist Health System	City of El Paso (Progress)
Methodist Healthcare System of San Antonio	Taylor Independent School District (Progress)
Palo Alto College	City of Coppell (Commitment)
Texas Health Resources	Kohl's Digital Commerce Customer Care (Commitment)
Alamo Colleges District Support Operations (Achievement)	
City of Tyler, Texas (Achievement)	
Texas Boys and Girls Clubs of Puerto Rico (Achievement)	

Success Story



Baylor Heart and Vascular Hospital (BHVH), in Dallas, is a subsidiary of Baylor Health Care System. BHVH is a 64-bed acute care hospital that specializes in treating cardiovascular disease and related conditions, and in preventive health care.

Selected Results

- Levels above state and national standards in core quality measures of acute myocardial infarction, heart failure, and surgical care infection prevention
- Physician engagement results better than the parent organization and the national overall mean
- Customer service recognition for inpatient satisfaction for four consecutive years
- Top-box performance nationwide for the Hospital Consumer Assessment of Healthcare Providers and System satisfaction survey

AHCA/NCAL National Quality Award Winners in Texas

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.

Millbrook Healthcare and Rehabilitation Center (2015, Silver)	Retama Manor Health & Rehab. Center (2015, Bronze)
Sherman Healthcare Center (2015, Silver)	Sagebrook Health Center (2015, Bronze)
Golden Creek Healthcare & Rehab. Center (2015, Bronze)	Senior Care Beltline (2015, Bronze)
Marlandwood East (2015, Bronze)	Senior Care Centers of Jacksonville (2015, Bronze)
Mission Nursing and Rehabilitation Center (2015, Bronze)	Senior Care of Marlandwood West (2015, Bronze)
Park Bend SN Health Center (2015, Bronze)	Senior Care of Western Hills (2015, Bronze)