

Minutes

Meeting of the Judges Panel for the Malcolm Baldrige National Quality Award

Baldrige Performance Excellence Program

National Institute of Standards and Technology

August 27, 2014 • Gaithersburg Marriott Washingtonian Center

Attendees

Judges: Diane Bosworth, Michael Dockery, Laura Huston, Donald Lighter, Paige Lillard, Geri Markley, Sharon Muret-Wagstaff, Michael Sather, Kenneth Schiller, Sunil Sinha, Roger Triplett, Fonda Vera

NIST: Dawn Bailey, Sandra Byrne, Robert Fangmeyer, Robert Hunt, Renée Norris, Mark Shapiro, Barbara Uglik, Nancy Young

Paige Lillard, chair of the Judges' Panel, called the meeting to order at 8:08 a.m. She welcomed the judges and encouraged them to share their input and questions throughout the meeting.

The judges reviewed and unanimously approved the minutes from their meeting on June 11, 2014.

Renée Norris noted that the objective for the meeting was to select applicants that would receive a site visit for clarification and verification of information, making sure not to exclude any potential Malcolm Baldrige National Quality Award recipients. She presented a historical overview of data on the award process and oriented the panel to the Judges' Book, which contained blinded Independent and Consensus Review scoring profiles of the 2014 award applicants. She reviewed the composition of examiner teams and the rules for the judges' voting on applicants to receive site visits.

The judges independently reviewed the scoring profiles, held discussions, and selected 9 of 22 applicants to receive a site visit: 1 of 2 service organizations, 6 of 12 health care applicants, and 2 of 6 nonprofit applicants.

The judges then verified potential individual conflicts of interest identified by the Baldrige Program and identified their additional conflicts based on data not held by the program. Any judge with a conflict will not receive information on or participate in any discussions regarding that applicant, including deliberations on whether to recommend the applicant for the Baldrige Award.

Lillard reviewed the Judges' Panel's guiding principles as well as the roles and responsibilities of the lead judge assigned to an applicant, the backup judge, and the remainder of the panel. With Robert Hunt, she reviewed the process judges will follow as lead judges. The judges reviewed templates for commenting on and presenting applicants, as well as guidelines for considering scoring changes. Hunt reviewed the schedule for receiving materials before the November 3–7 Judges' Meeting and procedures followed during that meeting.

Sunil Sinha presented materials on health care metrics, with an emphasis federally mandated public reporting of measures for Medicare patients and the appropriate use of these measures

in judging health care applicants.

Program Director Robert Fangmeyer reviewed changes in eligibility for the Baldrige Award in two areas: the eligibility of subunits and, under certain conditions, the establishment of a means for organizations to apply for the award without first receiving a top-tier Alliance for Performance Excellence award. He noted that the program will issue a news release on these changes in September.

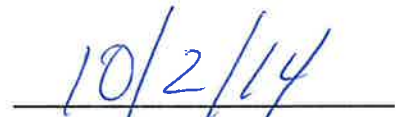
Fangmeyer also said that a draft of the 2015–2016 Criteria for Performance Excellence was under review. The program also solicited feedback on the name of the Criteria booklet.

Hunt reviewed modifications in the site visit process resulting from the work of the Site Visit Improvement Team. The goals were greater standardization and more efficient use of time. He also noted that, this year, site-visited organizations in health care will provide the site visit teams with the two most recent reports from the Center for Medicare and Medicaid Services.

The meeting was adjourned at 2:55 p.m.



Paige Lillard, Chair



Date