



# Baldrige in Iowa

- 18 Iowa applicants for the Baldrige Award (2005–2021)
- 2 Iowa applicants in 2019–2021 represent 2,524 jobs, 14 work locations, nearly \$1 billion in revenues/budgets, and more than 200,000 customers served.
- 5 Baldrige examiners from Iowa volunteered more than \$112,000 in services in 2021, and 3 Baldrige examiners from Iowa volunteered more than \$67,000 in services in 2022.

## Baldrige Award Recipient in Iowa

Mary Greeley Medical Center, health care, 2019



Opened in 1916 and now the largest independent medical center in its primary and secondary markets, Mary Greeley Medical Center is a public, nonprofit, 220-bed hospital offering inpatient, outpatient, emergency department, home health care, and hospice services. The hospital, which was gifted to the city of Ames by a Union Army officer in the Civil War in memory of his beloved wife, provides health care to the residents of a 14-county area in central Iowa. Inpatient and outpatient services support a continuum of care for patients, including surgery, cancer care, cardiac care, diabetes and nutrition care, orthopedics, obstetrics and gynecology, gastroenterology, mental health services, palliative care, home health care, hospice care, rehabilitation, and more.

### Highlights

- Center for Medicare and Medicaid Services top decile for 30-day readmissions, 30-day mortality for heart attack patients, incidence of preventable blood clots, compliance with sepsis practices, influenza vaccinations, stroke bundle compliance, and outpatient imaging measures
- Top-decile inpatient satisfaction since 2016
- More than 75% of inpatients and outpatients recommending the medical center
- Dominant leader in primary market share overall and for inpatient (43%) and outpatient (48%) care since 2015

## Baldrige-Based Award Programs Serving Iowa

The [Alliance for Performance Excellence](#) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The [Iowa Quality Center](#) (IQC), an Alliance for Performance Excellence member program, is a customer-focused, highly flexible and innovative organization that is the catalyst to transform individuals and organizations “from good to great to excellent.” Formed in 1993, its statewide focus impacts over 100 member organizations with more than 50,000 individuals representing government, manufacturing, business, education, technology, labor, retail, service, and health care organizations throughout the state.

The [AHCA/NCAL National Quality Award Program](#), an Alliance for Performance Excellence member, provides a pathway toward performance excellence for providers of long-term and post-acute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

## 2012–2020 IQC Award/Recognition Recipients

### Gold Achievement

Businessolver

Firestone Agricultural Solutions

Genesis Health System

Mary Greeley Medical Center

Urbandale Community School District

### Silver Achievement

ChildServe

Bridgestone Americas Agricultural

Tire Operations

Iowa Donor Network

### Bronze Achievement

Davenport Ambulance Corp; Medic

EMS

Lennox Industries

Iowa Donor Network

Iowa Valley Community College

District

Henry County Medical Center

University of Iowa, College of

Education

### Ruby Achievement

Cambridge Investment Group

## Featured IQC Award Recipient



Since 1998, Businessolver has delivered benefits administration technology supported by responsiveness to client needs. Businessolver empowers clients to maximize their benefits program investments, minimize risk exposure, and engage employees with solutions and communication tools to assist them in making wise and cost-efficient benefits selections. The company has 8 locations, with the headquarters in West Des Moines.

## AHCA/NCAL National Quality Award/Recognition Recipients in Iowa

Creston Specialty Care (Silver, 2022)

Dunlap Specialty Care (Silver, 2020)

Pleasant View Care Center (Silver, 2022)

Spurgeon Manor (Silver, 2021)

In addition, 6 organizations in Iowa received Bronze recognition in 2022, 4 organizations received Bronze recognition in 2021, and 30 organizations received Bronze recognition in 2020.

# Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,791 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients have shared their role-model practices with other organizations.
- 2010–2021 Baldrige Award applicants represent 687,115 U.S. jobs, 5,086 work sites, more than \$193 billion in revenues/budgets, and about 614 million customers served.
- 103 national Baldrige examiners volunteered roughly \$2.3 million in services in 2022.
- In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.

## Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services **higher than 4.5 out of 5** since 2017 (MESA)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- **Growth in revenue** from **\$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice [now Guidehouse])
- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **5-star rating** (the highest) from the Centers for Medicare and Medicaid Services (GBMC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)

## The Baldrige Performance Excellence Program

Created with Congressional authorization in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

The data presented, in some cases, are estimates of the best available information.

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