



Baldrige in Kentucky

- 1 Kentucky applicant for the Baldrige Award (2005–2020)
- 1 Baldrige examiner from Kentucky volunteered about \$22,500 in services in 2021.

Baldrige-Based Award Programs Serving Kentucky

[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](#) (which includes the Criteria for Performance Excellence) 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 [Kentucky Center for Performance Excellence](#), an Alliance for Performance Excellence member, promotes the Baldrige Excellence Framework in Kentucky. The framework is introduced to organizations through the four-tiered award application process and through coaching work.

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.

2013–2020 Kentucky Performance Excellence Award/Recognition Recipients

Excellence Award (Level 4)

CompleteRx
Pikeville Medical Center

Achievement Award (Level 3)

Complete Rx

Commitment Award (Level 2)

City of Covington, KY
Eastern Kentucky University College of Education
Graves Gilbert Clinic
Greenup County School District
Humana National Policy Development
Humana Strategic Communication
Jessamine County Schools
Kentucky Department of Education
LATA Environmental Services of Kentucky, LLC
Lee County Board of Education
Montgomery County Public Schools

Interest (Level 1)

Carroll County School District
City of Covington, KY
DNV-GL Healthcare
Frankfort Independent School District
Lee County School District
Lexington Veterans Medical Administration Center
Strategic Assurance Consulting LLC

AHCA/NCAL National Quality Award/Recognition Recipients in Kentucky

Bedford Springs Health and Rehab. (Bronze, 2019)
Coldspring of Campbell County (Bronze, 2020)

Crestview Center (Silver, 2019)
Elliot Nursing and Rehab. (Bronze, 2020)

AHCA/NCAL National Quality Award/Recognition Recipients in Kentucky, continued

Essex Nursing and Rehabilitation Center (Bronze, 2021)
Forest Hills Commons (Bronze, 2020)
Grand Haven Nursing and Rehab. (Bronze, 2019)
Greenwood Nursing & Rehab Center (Bronze, 2022)
Greenville Nursing and Rehabilitation (Bronze, 2021)
Highlandspring of Fort Thomas (Bronze, 2020)
Homestead Nursing and Rehab. Center (Bronze, 2019)
Hyden Health and Rehab. Center (Bronze, 2016)
Johnson Mathers Nursing Home (Bronze, 2020)
Joseph "Eddie" Ballard Western Kentucky Veterans Center (Bronze, 2020)
Kensington Center (Bronze, 2019)
Knott County Health and Rehab. Center (Bronze, 2020)
Lake Way Nursing and Rehabilitation Center (Bronze, 2021)
Landmark of Lancaster (Bronze, 2019)
Morganfield Nursing and Rehab. Center (Bronze, 2009)
Nazareth Home Clifton (Bronze, 2017)

NHC HealthCare Glasgow (Bronze, 2020)
Parkview Nursing and Rehab. Center (Bronze, 2019)
Paul E. Patton Eastern Kentucky Veterans Center (Bronze, 2020)
Providence Healthcare of Pine Meadows (Bronze, 2019)
Radcliff Veterans Center (Bronze, 2020)
Redbanks Skilled Nursing Center (Bronze, 2018)
River's Bend Retirement Community (Bronze, 2020)
Rivers Edge Nursing & Rehabilitation Center (Bronze, 2022)
South Shore Nursing and Rehab. (Bronze, 2020)
Sunrise of Louisville (Silver, 2020)
Thomson-Hood Veterans Center (Bronze, 2020)
Villaspring of Erlanger (Bronze, 2020)
Williamsburg Health and Rehab. Center (Bronze, 2016)
Wolfe County Health and Rehab. Center (Bronze, 2019)
Wurtland Nursing and Rehab. Center (Bronze, 2019)

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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