



## Top Organizations Honored with 2017 Awards for Excellence

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### The Partnership for Excellence Honors 2017 Award Recipients

COLUMBUS, OH – Earlier today, The Partnership for Excellence announced the names of six high-performing organizations as recipients of the 2017 Awards for Excellence. The awards represent Ohio, Indiana and West Virginia's highest honor for performance excellence through innovation, results and visionary leadership using the Baldrige Excellence Framework.

The 2017 Award Recipients - listed by award - are:

- **University Hospitals Geauga Medical Center**, Chardon, Ohio (Platinum, Governor's Award for Excellence)
- **Blanchard Valley Health System**, Findlay, Ohio (Gold, Achievement of Excellence)
- **Greater Cleveland Regional Transit Authority**, Cleveland, Ohio (Gold, Achievement of Excellence)
- **Managed Healthcare Services (a division of Lilly USA, LLC)**, Indianapolis, Indiana (Gold, Achievement of Excellence)
- **ProMedica Memorial Hospital**, Fremont, Ohio (Gold, Achievement of Excellence)
- **WVU Medicine/Camden Clark Medical Center**, Parkersburg, West Virginia (Silver, Commitment to Excellence)

The Partnership for Excellence (TPE) is Ohio, Indiana and West Virginia's Baldrige-based awards program. TPE assists organizations using the internationally-recognized Baldrige Excellence Framework. TPE's primary product is a comprehensive assessment that helps organizational leaders better understand and prioritize key strengths and opportunities for improvement. While the assessment is the foundation, TPE's main focus is on organizational learning, innovation, resource optimization, continuous improvement, and results.

All of the applicants were rigorously evaluated by an independent board of examiners in seven areas defined by the Baldrige Excellence Framework: leadership; strategy; customers; measurement, analysis and knowledge management; workforce; operations; and results. The evaluation process for each of the recipients included more than 1,000 hours of review and a three-day visit by a team of examiners to clarify questions and verify information in the application. An independent panel of judges reviewed each organization's evaluation, approved the final feedback reports, and developed their award recommendations, which were approved by the TPE Board of Trustees.

The mission of TPE is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana and West Virginia. By providing a framework for performance excellence through the Baldrige Excellence Framework, organizations have a greater focus on customers, process management, innovation, work systems and organization-wide results. These organizations typically see lower costs, improved productivity and increases in both employee and customer satisfaction leading to growth in market share. The results are higher quality education, improved healthcare, job

creation to build a stronger economy and more efficient and effective government, with enormous impact on the lives of thousands.

The Partnership for Excellence's 2017 award recipients will be honored at TPE's annual *Quest for Success* Conference to be held September 11-12, 2017 at the Ohio State University in Columbus, Ohio. All six of these high-performing organizations will be presented with their achievement award at a banquet on Tuesday afternoon, September 12, 2017. This year, we are excited to be honoring Platinum-level Governor's Award for Excellence recipient University Hospitals Geauga Medical Center.

University Hospitals Geauga Medical Center (UHGMC) is a community hospital located in rural Geauga County in Amish country and serves 100,000 people in five NE Ohio counties. Founded in 1952, Geauga Medical Center became part of University Hospitals Health System in 1995. UHGMC provides services in inpatient, outpatient, surgical, and a number of specialty care areas as well as emergency and wellness care. UHGMC is in the top quartile nationally for its overall quality score and is a benchmark among competitors with Healthgrades 5-star ratings for treatment of pneumonia, respiratory failure, heart failure and stroke, and two patient safety excellence awards.

During this year's conference, two of the 2016 Malcolm Baldrige National Quality Award (MBNQA) recipients, Kindred Nursing and Rehabilitation – Mountain Valley and Don Chalmers Ford will serve as plenary speakers and present information on their performance excellence journeys along with several other past MBNQA recipients representing all sectors of the economy. TPE's award recipients will also be sharing best practices in break-out presentations and informal discussions with conference attendees.

For additional information contact: Margot Hoffman, President & CEO, The Partnership for Excellence, Ohio, Indiana, & West Virginia. Phone (614) 425-7157. Additional information is available on the TPE website at: <http://www.thepartnershipforexcellence.org>. The Partnership for Excellence is recognized by the Internal Revenue Service as a 501(c)(3) tax exempt, charitable organization.