



Top Organizations Honored with 2018 Awards for Excellence

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The Partnership for Excellence Honors 2018 Award Recipients

COLUMBUS, OH – Earlier today, The Partnership for Excellence announced the names of six high-performing organizations as recipients of the 2018 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 2018 Award Recipients - listed by award - are:

- **Managed Healthcare Services (a division of Lilly USA, LLC)**, Indianapolis, Indiana (Platinum, Governor's Award for Excellence)
- **ProMedica Memorial Hospital**, Fremont, Ohio (Platinum, Governor's Award for Excellence)
- **ProMedica Health System**, Toledo, Ohio (Gold, Achievement of Excellence)
- **WVU Medicine Camden Clark Medical Center**, Parkersburg, West Virginia (Gold, Achievement of Excellence)
- **Braun Industries, Inc.**, Van Wert, Ohio (Silver, Commitment to Excellence)
- **Lima Memorial Health System**, Lima, Ohio (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 ratified by the TPE Board of Trustees.

The TPE judges may also recognize applicants with a Category Lead Performer Award. These applicants exhibit role model performance in one of the Baldrige Criteria categories while in pursuit of TPE's top level award. Platinum level recipients are not considered for this award. This year, the TPE judges recognize **ProMedica Health System** as a lead performer in Category 1 – Leadership. ProMedica Health System exemplifies the Baldrige core value of Societal Responsibility and Community Health in its approaches to societal well-being and support for community health. It has moved beyond the comprehensive provision of care to the community to develop a core competency around addressing the social determinants of health.

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 2018 award recipients will be honored at TPE's annual *Quest for Success* Conference to be held September 10-11, 2018 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 11, 2018. This year, we are excited to be honoring Platinum-level Governor's Award for Excellence recipients Managed Healthcare Services, Lilly USA and ProMedica Memorial Hospital.

Managed Healthcare Services (MHS) ensures that pharmaceutical products and solutions offered by its parent company, Eli Lilly and Company, are accessible and affordable to the people who need them by creating product access and customer experiences. MHS uses its customer focused excellence and seven step relationship management process to build strong relationships with its customers, which is evident in its Net Promoter Scores and Corporate Payer Experience scores, which outperform top competitors.

ProMedica Memorial Hospital (PMH) is a not-for-profit, community-based medical center with 100 licensed-beds, a medical workforce of 121 members and 357 employees. Founded 100 years ago in 1918, Memorial Hospital became part of ProMedica's regional health system in 2014. PMH provides services in inpatient, outpatient, ambulatory surgical care and emergency care. PMH has a five star CMS rating, has performed above the 90% benchmark for ER Turnaround Time-Lab Draws since 2015, and has maintained at or near zero infection rates the past 5 years.

During this year's conference, three of the 2017 Malcolm Baldrige National Quality Award (MBNQA) recipients, Bristol Tennessee Essential Services, the City of Fort Collins and Stellar Solutions 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.