



Top Organizations Honored with 2020 Awards for Excellence

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The Partnership for Excellence Honors 2020 Award Recipients

COLUMBUS, OH – Earlier today, The Partnership for Excellence (TPE) announced the names of three high-performing organizations as recipients of the 2020 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 2020 Award Recipients - listed by award - are:

- **Hendricks Regional Health**, Danville, Indiana (Gold, Achievement of Excellence)
- **University Hospitals Conneaut and Geneva Medical Centers**, Conneaut and Geneva, Ohio (Gold, Achievement of Excellence)
- **Lifeline of Ohio**, Columbus, Ohio (Silver, Commitment to Excellence)

The Partnership for Excellence also had four organizations that participated but were unable to complete the full cycle due to the COVID-19 pandemic. Their efforts were truly remarkable during such uncertain times. The Partnership for Excellence would like to recognize and thank these applicants. We share in the disappointment of not being able to complete the cycle but value the work that was completed. The four applicants are **Braun Industries** – Van Wert, Ohio; **ProMedica** – Toledo, Ohio; **University Hospitals Portage Medical Center** – Ravenna, Ohio; and **WVU Medicine Camden Clark Medical Center** – Parkersburg, West Virginia.

TPE judges may also recognize applicants with a Category Lead Performer Award. These organizations exhibit role model performance in one of the Baldrige Criteria categories while in pursuit of TPE's top level Platinum award. In 2020, TPE judges recognize **Hendricks Regional Health** as a lead performer in Category 1 – Leadership. Hendricks exemplifies the Baldrige core values of Societal Responsibility and Community Health. Hendricks leverages its core competency of *Relationship Building* to meet the growing demand for high-quality and cost-efficient healthcare in Hendricks County and the surrounding area. The result is an organization that consistently exceeds patients' needs and helps fulfill the goals of its community and partners. In keeping with its vision to be an indispensable healthcare partner, Hendricks is a leader in Category 1, especially as relates to societal well-being and community support.

The Partnership for Excellence 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 focus is on organizational learning, innovation, resource optimization, continuous improvement, and results.

All 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. This year, as a result of the COVID-19 pandemic, one of the applicants participated in TPE's first virtual site visit. 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 Partnership for Excellence's 2020 award recipients will be honored at TPE's annual *Quest for Success* Conference to be held September 14-15, 2020 at The Ohio State University in Columbus, Ohio. All three of these high-performing organizations will be presented with their achievement award at a banquet on Tuesday afternoon.

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.

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.