



News Release

Top Organizations Honored with 2021 Awards for Excellence

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The Partnership for Excellence Honors 2021 Award Recipients

COLUMBUS, OH – Earlier today, The Partnership for Excellence (TPE) announced the names of six high-performing organizations as recipients of the 2021 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 2021 Award Recipients - listed by award - are:

- **Hendricks Regional Health**, Danville, IN (Platinum, Governor's Award for Excellence)
- **ProMedica**, Toledo, OH (Platinum, Governor's Award for Excellence)
- **University Hospitals Conneaut and Geneva Medical Centers**, Conneaut and Geneva, OH (Gold, Achievement of Excellence)
- **Lilly Patient Services (a division of Lilly USA, LLC)**, Indianapolis, IN (Silver, Commitment to Excellence)
- **Reid Health**, Richmond, IN (Silver, Commitment to Excellence)
- **Wooster Community Hospital**, Wooster, OH (Silver, Commitment to Excellence)

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. TPE's primary product is a comprehensive assessment that helps organizational leaders better understand and prioritize key strengths and opportunities for improvement.

The Partnership for Excellence recognizes its 2021 Platinum Governor's award recipients:

Hendricks Regional Health is a 166 bed two hospital integrated health system that delivers the full continuum of care. Its key services are inpatient care, radiology, lab, outpatient surgery, emergency care, primary care, immediate care centers, and specialty services. Opening its doors in 1962, it is its county's only nonprofit hospital system. Hendrick's core competency, *The Hendricks Way: Building relationships by living our values* is its biggest strength and is a unique approach to align and engage associates on the journey to be the indispensable healthcare partner. The Hendricks Way is evident from the first contact with any Hendricks associate, who strive to build relationships with patients, families, partners, and members of the community. "Even in the midst of battling the pandemic, Hendricks Regional Health made an intentional decision to re-energize our team around our Baldrige journey," said Kevin Speer, President and CEO of Hendricks Regional Health. "We know that the work we put into it will make us an even stronger organization that can weather

unprecedented challenges. After two consecutive years of achieving the Gold level at the regional level, we knew the next step, a Platinum, was within our grasp. I could not be more proud of our team's relentless dedication in achieving this tremendous recognition. Thank you to The Partnership for Excellence for your support, encouragement and for believing in our vision."

ProMedica is one of the largest health systems in the U.S. operating in 28 states and providing three major service offerings: provider and clinical services including inpatient, outpatient, and physicians; senior care (post-acute care services); and Paramount Insurance (health and dental plans). With its roots in acute care, ProMedica has evolved into an integrated health and well-being organization that spans the continuum of health care. In keeping with its vision to create a transformational health and well-being model that integrates the physical and social needs of people at every stage of their life, ProMedica is a national pioneer and leader in social determinants of health. "ProMedica has been on a multi-year journey with TPE and the Baldrige Excellence Framework, receiving top recognition for individual hospitals and gold-level recognition for the system the past two years," said Randy Oostra, President and CEO of ProMedica. "We are extremely honored to receive the highest-level regional recognition for our entire system this year, especially considering the added challenges presented by the pandemic. This recognition is the direct result of our employees' strong connection to our mission, vision and values and their commitment to continual process improvement. We are grateful for TPE's recognition of our decade-long commitment and national leadership in addressing the social determinants of health. We look forward to continuing our journey of excellence."

TPE judges may also recognize organizations 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 2021, TPE recognizes **Lilly Patient Services (LPS)** as a lead performer in Category 6 – Operations. LPS exhibits role model performance in managing work processes and overall operational effectiveness. LPS work processes have clear key requirements and work steps in each hub team which align with patient needs for each product supported by LPS. Using its robust change control process, LPS identifies and implements changes to work processes. Additionally, LPS has systematic approaches to ensuring the security and cybersecurity of its physical and electronic data, and to manage its supply network.

All 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 virtual site 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 Partnership for Excellence's 2021 award recipients will be honored at an awards banquet later this year and recognized during TPE's annual *Quest for Success* virtual conference to be held September 13-14, 2021. During the conference, 2020 Malcolm Baldrige National Quality Award (MBNQA) recipients will serve as plenary speakers and present information on their performance excellence journeys. TPE's award recipients and past Baldrige recipients will also share 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.