



## News Release

### Top Organizations Honored with 2022 Awards for Excellence

For Immediate Release: May 9, 2022

#### The Partnership for Excellence Honors 2022 Award Recipients

COLUMBUS, OH – Earlier today, The Partnership for Excellence (TPE) announced the names of four high-performing organizations as recipients of the 2022 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. This year's awards also include a recipient from the state of Maryland.

The 2022 Award Recipients - listed by award - are:

- **Meritus Health**, Hagerstown, MD (Platinum, Governor's Award for Excellence)
- **WVU Medicine Camden Clark Medical Center**, Parkersburg, WV (Platinum, Governor's Award for Excellence)
- **Lifeline of Ohio**, Columbus, OH (Gold, Achievement of Excellence)
- **Pain Management Group**, Findlay, OH (Silver, Commitment to Excellence)

The mission of TPE is to cultivate organizational performance excellence and continuous improvement in organizations from all industry sectors. 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.

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 site visit by a team of examiners to clarify questions and verify information in the application. Site visits were conducted virtually or via a hybrid approach of in-person and virtual. An independent panel of judges reviewed each organization's evaluation, approved the final feedback reports, and developed award recommendations, which were ratified by the TPE Board of Trustees.

#### The Partnership for Excellence recognizes its 2022 Platinum Governor's award recipients:

**Meritus Health**, an independent community health system, is located at the crossroads of western Maryland, southern Pennsylvania, and the eastern panhandle of West Virginia. With more than 3,000 employees, 500 medical staff members and 240 volunteers, Meritus Health serves about 200,000 residents of the tristate

region. Meritus Medical Center, the flagship facility of the health system, has more than 320 licensed beds. Meritus Medical Center is a teaching hospital, serving as a clinical training site for the Meritus Family Medicine Residency Program, as well as for more than 1,000 nursing and allied health students annually. Meritus Health also includes Meritus Medical Group, a network of 20 medical practices with more than 100 providers; Meritus Home Health; and Equipped for Life, a medical equipment company. Meritus Health is a 25% owner of Maryland Physicians Care, a 215,000 Medicaid member health plan. With a long-standing history of caring for the community, Meritus Health relentlessly pursues excellence to improve the health status of the region. Meritus Health supports this vision by systematically monitoring and measuring organizational performance to drive fact-based decision making. Its True North dashboard is grounded in the Quadruple Aim (Improving Health, Improving Health Care, Having Joy at Work, and Improving Affordability), which embodies its mission, vision, and values. "I am thrilled Meritus Health has earned the Platinum level Governor's Award for Excellence from The Partnership for Excellence," said Maulik Joshi, Dr.PH., President and CEO. "This prestigious recognition speaks to the unwavering dedication of our teams in supporting the health needs of the community we serve."

**WVU Medicine Camden Clark Medical Center** is an acute care hospital with 302 licensed beds located in Parkersburg, West Virginia. It serves a population of over 226,000 residents in its primary service area, which is predominantly rural, and serves as a referral center for several critical access hospitals in the region. WVU Medicine Camden Clark Medical Center is the western anchor of its parent company, WVU Health System, the largest healthcare provider and employer in the state. WVU Medicine Camden Clark Medical Center is an integrated regional tertiary healthcare delivery system providing acute, emergency, and urgent care services as well as primary and specialty outpatient care at clinical locations throughout the region. WVU Medicine Camden Clark Medical Center demonstrates its core competency of Family Caring for Family through leadership commitment, workforce engagement, and systematic approaches to communicate and engage with, listen to, and interact with one another. "WVU Medicine Camden Clark Medical Center has been on a continuous journey, applying the Baldrige framework to our operations for many years. Our physicians, employees, and WVU Medicine partners strive to advance excellence and quality in the delivery of patient-centered care every day. We value their dedication and are honored to receive this prestigious award in recognition of these efforts," said Steve Altmiller, CEO. "This recognition validates our team's efforts, the quality of our work, and our unwavering commitment to excellence in all we do."

The Partnership for Excellence's 2022 award recipients will be honored at an awards banquet on September 12<sup>th</sup> during TPE's annual *Quest for Success* conference, which will be held September 12-13, 2022 at The Ohio State University. During the conference, 2021 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, 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.