

Tennessee Center for Performance Excellence

www.tncpe.org

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For more information contact:

Katie Rawls

katie.rawls@tncpe.org

(615) 889-8323

(800) 453-6474

www.TNCPE.org

TNCPE Announces 2009 Award Winners

Maury Regional Medical Center and Mountain States Health Alliance win prestigious Excellence Awards

NASHVILLE, Tenn. – The Tennessee Center for Performance Excellence (TNCPE) today named 18 organizations as 2009 Award winners.

Two of Tennessee's hospital systems, Maury Regional Medical Center (MRMC) and Mountain States Health Alliance (MSHA) earned TNCPE's highest honor: the Excellence Award. This is the second TNCPE Excellence Award for MSHA, which also won the award in 2005.

Maury Regional Medical Center is a governmental not-for-profit acute care community hospital with 275 beds located in Columbia, Tenn. MRMC has a medical staff of more than 191 physicians, representing more than 30 specialties. It serves more than 260,000 residents within its eight county service area in southern Middle Tennessee.

Mountain States Health Alliance is a locally owned and managed health care system based in Johnson City, Tenn., that provides an integrated, comprehensive continuum of care to people in 29 counties in Tennessee, Virginia, Kentucky and North Carolina.

Recipients of Excellence Awards are outstanding examples of high-performance organizations, exhibiting processes that serve as role models for others, with some processes being at or near “best-in-class.”

All Awards will be presented at the 17th annual Excellence in Tennessee Awards Banquet on February 24, 2010, at the Franklin Marriott Cool Springs in Franklin, Tenn.

In addition to the Excellence Award, nine will be honored with the Commitment award and eight have earned Interest Recognition. A full list of winners is attached.

“Health care is a complex industry and it’s an accomplishment to be distinguished as a leader in improving the performance in this field,” said Tennessee Governor Phil Bredesen. “Both of these organizations are setting the standard for health care providers, which is only achieved through the efforts of employees and volunteers who had a hand in these awards.”

There is no limit to the number of awards presented annually. Since the program was founded in 1993, only 20 regional organizations have attained the excellence designation. Four – Eastman Chemical Company, Federal Express, Pal’s Sudden Service and Caterpillar Financial Services Inc. – also have achieved the Baldrige National Quality Award.

“In the most difficult economic environment in more than 75 years, it’s the organizations that build and maintain excellent systems and procedures that endure,” said TNCPE President and CEO Katie Rawls. “All winners of 2009 TNCPE Awards are putting those types of systems into place, and will thrive well into the future as a result.”

Since TNCPE’s creation in 1993, more than 1,050 organizations have progressed through one or more levels of achievement. A Board of Examiners made up of 145 experts in business, education, health care and government assessed this year’s applicants in seven

categories: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

The Tennessee program, which is itself a national and international role model, is available to all businesses, educational institutions, health care organizations, government agencies and other non-profit entities.

For more information about the Tennessee Center for Performance Excellence, contact Katie Rawls, president, at the organization's Nashville office: (800) 453-6474 or katie.rawls@tncpe.org.

For more information about Maury Regional Medical Center, contact Robert Otwell, chief executive officer, (931) 380-4008 or rotwell@mauryregional.com.

For more information about Mountain States Health Alliance, contact Tamera Fields, vice president, quality and performance improvement, (423) 431-6104 or fieldsta@msha.com.

2009 Tennessee Center for Performance Excellence Award Winners

2009 Excellence Award Winners

Maury Regional Medical Center
Columbia

Mountain States Health Alliance
Johnson City

2009 Commitment Award Winners

American Association for State and Local History
Nashville

Johnson City/Jonesborough/Washington County Economic Development Board

Metropolitan Nashville Airport Authority
Nashville

Middle Tennessee Medical Center
Murfreesboro

NETWORKS Sullivan County

Northwest Tennessee Workforce Board
Dyersburg

Southwest Tennessee Development District
Jackson

State Volunteer Mutual Insurance Company
Brentwood

Tennessee Career Center at Cookeville
Cookeville

2009 Interest Award Winners

Appalachian Animal Hospital, Piney Flats

Cumberland County/Crossville

Laurel Manor Health Care
New Tazewell

La-Z-Boy Tennessee
Dayton

Livingston-Overton County

Madison County Adult Education
Jackson

Sumner County

Wayne County