

# HEALTH CARE CRITERIA FOR PERFORMANCE EXCELLENCE

\*\*\*BALDRIGE NATIONAL QUALITY PROGRAM (2009-2010)\*\*\*

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*Health care org. have used these Criteria to address these challenges: focus on core competencies, intro. new technol., reduce costs, commun. and sharing info. electronically, estab. new alliances with health care providers, or maintain market advantage. Whatever the size of your org., the Criteria provides a valuable framework that can help you plan in an uncertain environ. Use the Criteria to assess performance on these indicators: health care outcomes; patient satis.; and operational, staff, and financial indicators. The 2009-2010 Criteria can help you align resources with approaches, such as Plan-Do-Check-Act cycles, a Balanced Scorecard, and Six Sigma; improve commun., productivity, and effectiveness; and achieve strategic goals. Illus.*

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