



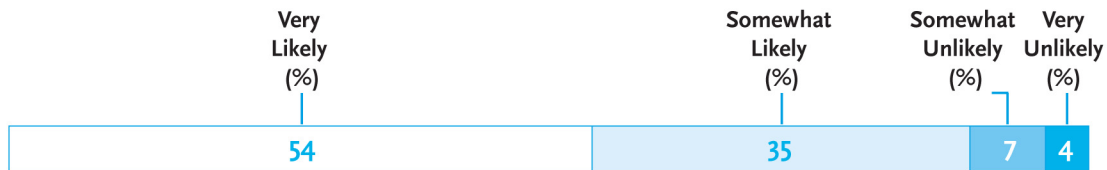
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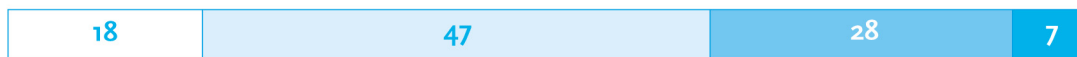
FUTURESCAN SURVEY RESULTS: The Baldrige Performance Excellence Program

The Baldrige Performance Excellence Program is the nation’s public–private partnership dedicated to helping all organizations improve their performance and competitiveness. The Baldrige Program disseminates evaluation criteria and manages the Malcolm Baldrige National Quality Award. The criteria and the award process have seen a steady increase in the healthcare sector over the past decade.

How likely is it that the following will be seen in your hospital’s area by 2018?



Lean Six Sigma, ISO 9000, or similar quality tools will be incorporated into most hospital operations.



Many hospitals will use the Baldrige Criteria for Performance Excellence as a systematic framework for performance improvement or as an internal assessment tool.

How likely is it that the following will be seen in your hospital by 2018?



Your hospital will adopt an integrated strategic focus or objective of improving patient safety, improving healthcare quality, and reducing cost.



Your hospital will be part of a health system or ACO that will apply a holistic (i.e., coordinated, harmonized, and integrated) quality approach to its clinical and nonclinical operations.



Your hospital will submit an application for the Baldrige Award or a state-based Baldrige Award.

Note: Percentages in each row may not sum exactly to 100% due to rounding. ◇ Less than 0.5%

What Practitioners Predict

Quality tools will be part of most hospital operations. Practitioners concurred that quality tools such as Lean Six Sigma and ISO 9000 will be integrated into hospital operations, with 89 percent saying this was somewhat or very likely by 2018. A majority (more than 65 percent) predicted that many hospitals will use the Baldrige Criteria as a systematic framework for performance improvement or as an internal assessment tool.

Hospitals will adopt integrated strategies for safety, quality, and cost reduction. Almost all practitioners surveyed (99 percent) believed their hospitals will adopt an integrated strategic focus on improving patient safety and healthcare quality and reducing cost by 2018. Eighty-four percent predicted their hospital will be part of a health system or ACO that will apply a holistic quality approach to its clinical and nonclinical operations.

Some hospitals will apply for a Baldrige award. Forty-one percent of practitioners predicted their hospitals will submit an application for a national or state-based Baldrige award by 2018.