

Executive Overview - Baldrige for Health Care HC-510

Instructor: Roy Kinkaid

CEU: 0.4

RU: 0.4

Prerequisite: None

Introduction:

What is the Malcolm Baldrige National Quality Program (MBNQP) – Health Care Criteria for Performance Excellence?

- The MBNQP Health Care is a set of criteria for organizational performance excellence as it applies to health care.
- The criteria apply to all functions of an organization to include: leadership, strategic planning, customers, performance measurement, workforce, process management and improvement, and organizational performance results.

Abstract:

The purpose of the four hour Baldrige Criteria overview is to familiarize health care organization leaders with:

- History of the criteria,
- Health care organizational performance excellence as defined by the criteria,
- Benefits of using the criteria as a guide for performance excellence,
- Successful national and PA state applicants award recipients,
- Deciding if the criteria are appropriate for their organization.

Course Content/Learning Objectives

- Understanding the criteria – how it works
- Overview of the seven categories of the criteria:
 - Leadership – setting direction for quality, the customer, ethics;
 - Strategic planning – the organizational plan current and future, input, deployment, tracking progress;
 - Customer focus – customer requirements current and future, satisfaction;
 - Measurement, Analysis And Knowledge Management - performance measurement, review, actions taken to improve, sharing best practices within the organization;
 - Workforce focus – staff hiring, retention, engagement;
 - Process management – key process performance and improvement;
 - Results – organizational performance results, benchmarks.
- Getting started with the criteria
- Self assessment

Who should attend?

Management and staff at all levels interested in learning about the MBNQP Health Care Criteria for Performance Excellence and its application to their organization.