

## **NHC HEALTHCARE, PULASKI TO RECEIVE 2011 TENNESSEE CENTER FOR PERFORMANCE EXCELLENCE AWARD**

NASHVILLE, Tenn. – NHC HealthCare, Pulaski has earned the prestigious 2011 Achievement Award in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence (TNCPE). TNCPE is the only state-wide quality program and is patterned on the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. NHC HealthCare, Pulaski will accept the award at the 19<sup>th</sup> annual Excellence in Tennessee Awards Banquet on February 22, 2012.

NHC HealthCare Pulaski is a 102 bed healthcare center with a focus on full range of extended care, skilled nursing care, and rehab care in Pulaski, Tennessee, and has been providing excellent service to their community for over 40 years.

Through an annual evaluation and assessment process, TNCPE recognizes high-performance organizations that exhibit continuous improvement and best practice processes. This year, TNCPE has named 28 organizations as 2011 Award winners. They represent outstanding achievement in the following industry sectors: health care, manufacturing, service, education, government and nonprofit.

“Tennessee is competing not just nationally but internationally for new jobs, and each award recipient contributes to the state’s success at the regional, national and international levels,” Tennessee Gov. Bill Haslam said. “Tennessee is a better place to live and work because of the commitment to excellence and continuous improvement embraced by these organizations. Strong organizations such as these bring in investment and resources, playing a critical role in making Tennessee the No. 1 location in the Southeast for high quality jobs.”

Organizations like NHC HealthCare, Pulaski apply to the TNCPE program at one of four levels. As the levels increase, so does the depth and complexity of the application, which is based on the *Baldrige Criteria for Performance Excellence*. Since the program was founded in 1993, only 21 organizations have attained the excellence designation. While there will not be an Excellence Award presented this year, six organizations, including NHC HealthCare, Pulaski, will be honored with the Achievement Award; seventeen will be awarded a Commitment Award and five will receive Interest Recognition.

Achievement Awards are presented to organizations that have demonstrated significant progress in building systematic processes that effectively address the overall requirements of each *Criteria* item. These processes are deployed and aligned throughout the organization appropriately to meet the key business needs of the organization. Results for some key processes show improvement that is directly attributable to a systematic improvement approach, a robust management system, and performance management principles. These organizations have many practices from which other organizations can learn and grow. A full list of winners can be found on the TNCPE website.

“This program takes a true commitment from leadership and dedication by the entire organization to refine their processes, delight the customers, engage their workforce and get real results,” said TNCPE President Katie Rawls. “We are honored to work with organizations like NHC HealthCare, Pulaski, as they pursue their journey toward continuous improvement and excellence.”

TNCPE is a nonprofit, public-private partnership and is available to all businesses, educational institutions, health care organization, government agencies and other nonprofit entities. To learn more, visit [www.tncpe.org](http://www.tncpe.org).

For more information on NHC HealthCare, Pulaski, please visit their website at [www.nhcpulaski.com](http://www.nhcpulaski.com).