

**NHC HEALTHCARE, PULASKI TO RECEIVE
TENNESSEE CENTER FOR PERFORMANCE EXCELLENCE
2012 ACHIEVEMENT AWARD**

NASHVILLE, Tenn. – NHC HealthCare, Pulaski has earned the 2012 Achievement Award in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence (TNCPE). TNCPE is Tennessee’s only state-wide quality program patterned on the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. NHC HealthCare, Pulaski will accept the award at the 20th Anniversary Excellence in Tennessee Awards Banquet on February 20, 2013.

Since 1971, NHC HealthCare, Pulaski, a 102 bed, licensed, 24-hour healthcare center has been providing skilled nursing and rehabilitative services in Pulaski, TN. They deliver a full range of extended care services, including a wide array of therapeutic and rehab services.

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 35 organizations as 2012 Award winners. They represent outstanding achievement in the following industry sectors: health care, manufacturing, service, education, government and nonprofit.

“I want to thank NHC HealthCare, Pulaski for its commitment to improvement and excellence,” Gov. Bill Haslam said. “For twenty years, TNCPE has been helping organizations become more efficient and effective, and NHC HealthCare, Pulaski, in partnership with TNCPE, is doing its part to help build a stronger, better Tennessee.”

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 22 organizations have attained the Excellence designation. Two organizations, Bristol Tennessee Essential Services and the Metropolitan Nashville Airport Authority will receive the Excellence Award this year; nine organizations, including NHC Pulaski, will be honored with the Achievement Award; 22 will receive a Commitment Award; and, eleven will receive the 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.

“This program helps organizations look at the big picture. But it’s not easy—if it were, every organization in the state would be participating,” said TNCPE President Katie Rawls.
“Organizations like NHC Pulaski are truly passionate about performance excellence and have chosen TNCPE and the Baldrige framework to help them become the best-run organization they can be.”

A full list of winners can be found on the TNCPE website www.tncpe.org.

Established in 1993 as a public-private partnership by Governor Ned McWherter, TNCPE strives to promote economic development by helping companies and organizations grow more competitive in today’s global marketplace. TNCPE is patterned after the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. More than 1,200 organizations have participated in and benefited from the Tennessee Center for Performance Excellence Award Program, including those in the health care, service, manufacturing, not-for-profit, educational and government sectors. Four Tennessee businesses—Caterpillar Financial Services, Pal’s Sudden Service, Eastman Chemical Company and Federal Express—have been honored with the prestigious Baldrige National Quality Award and the TNCPE Excellence Award.

For more information about the Tennessee Center for Performance Excellence, contact Michelle Mowery Johnson, Communications Manager michelle.moweryjohnson@tncpe.org.

For more information on the Baldrige Performance Excellence Program, visit www.nist.gov/baldrige/.