



## VALUE OF SWAE'S PERFORMANCE EXCELLENCE PROGRAM

### Yuma Regional Medical Center

*"I am proud of our organization and our staff for the work they have done to constantly improve the safety and quality of the services we provide to our patients and the community. We are honored to receive this award as a proud recognition of those efforts and are commitment to continuous improvement in our journey to providing excellent patient care."*

-Robert Trenchel, D.O.  
President and CEO

### Scottsdale Medical Imaging (SMIL)

*"SMIL's corporate mission to be leaders in medical imaging through excellence is impacted on a daily basis by our core values which include quality, defined as pursuing excellence in patient care and service. This commitment to Quality and Process Improvement for our business has moved our organization forward to achieve great past success. However, our driving quest for continual improvement led us to use the Baldrige criteria to perform a gap analysis and participate in the SWAE process to determine our practice method effectiveness and where we need to focus more energy for further progress in reaching our goals. Through this process and valuable feedback we were able to determine new paths to explore for improvement efforts in a systematic approach which will allow for further change and advancement allowing our goals to be greater reaching creating a bigger impact for those we serve."*

-Jessica Montgomery, Chief Operations Officer

### Phoenix Convention Center & Venues

*"The Phoenix Convention Center is honored and excited about SWAE recognizing our ongoing commitment to excellence. We look forward to working with SWAE, guiding our team to pursue continuous improvement, employee engagement, customer satisfaction and performance outcomes."*

-John Chan, Director

### Nathan Adelson Hospice

*"Nathan Adelson Hospice is honored to be selected as the recipient of the Achievement Award for the 2016 SWAE Performance Excellence Program. For over 37 years we have been passionate about providing the highest standards of quality hospice care for the over 66,000 patients we have cared for. This award recognizes our organizations integrity, leadership, innovation, and commitment to excellence. We are humbled by this recognition."*

-Carole A. Fisher, President and CEO

### Montevista Hospital

*"The SWAE Performance Excellence Program has helped our organization focus its priorities and resources on the things that really matter and produce results."*

-Kevin Filippelli, Director of Quality

### Scottsdale Medical Imaging

*"SMIL's commitment to Quality and Process Improvement for our business has moved our organization forward to achieve great past success. However, our driving quest for continual improvement led us to use the Baldrige criteria to perform a gap analysis and participate in the SWAE process to determine our practice method effectiveness and where we need to focus more energy for further progress in reaching our goals. Through this process and valuable*



*feedback we were able to determine new paths to explore for improvement efforts in a systematic approach which will allow for further change and advancement allowing our goals to be greater reaching creating a bigger impact for those we serve.”*

-Jessica Montgomery, Chief Operating Officer

### **Bristol Global Mobility**

*“As a high-touch service company growing at a rapid rate, we knew we needed to anchor ourselves to a foundation that protects our core competency of relationships and connection, while providing the required flexibility needed to meet and exceed the increasingly complex demands from the marketplace. The Baldrige criteria have become that anchor. The criteria gives us the framework and the fuel to drive our organization toward constant improvement and excellence toward our customer experiences, engagement levels within our associate workforce and ultimately, the multitude of operational procedures and results. It is constantly directing our focus to our vision, mission, and valued behaviors, which further strengthens the foundation of our organization. With great excitement, we look forward to continuing our Performance Excellence journey and the support of the Southwest Alliance for Excellence”*

- Joe Cardini, President

### **LDS Business College**

*“LDS Business College's Student Development Center is delighted to receive this award from the Southwest Alliance for Excellence recognizing our workforce processes and results. The Student Development Center has been pioneering educational services since its inception three and a half years ago, and this award is a testament to the hard work that has brought us to where we currently are.*

*The Student Development Center shares SWAE's commitment to continuous improvement and performance excellence. When we first learned of SWAE, we resonated with their mission and core values and readily recognized that we would find helpful professional development opportunities through this organization. We are grateful for what we have learned through our affiliation with SWAE, especially for the experience of preparing our processes and results for review.*

*The Baldrige framework has proved to be immensely helpful as we have endeavored to grow and improve our services and products whilst providing an increasingly exceptional experience for our students and employees. Our processes are running more efficiently and effectively and our results have significantly improved as we have implemented the framework throughout our organization. Perhaps most importantly, our students and employees alike are better because of this experience.” – Adrian Juchau, Chief Student Services Officer*

### **Deer Valley Unified School District**

*“In Deer Valley Unified School District’s challenging complex, and competitive educational environment, we are proud to be using the Baldrige Criteria for Performance Excellence as a systems approach to continuous improvement. We have utilized data and state and national benchmarks, to align our organizational priorities and integrate our improvement efforts, and through the examiner feedback provided by Southwest Alliance for Excellence, increased our effectiveness. This process is an excellent example of Deer Valley’s commitment to a culture based on practicing continuous improvement principles and, as a result, graduating lifelong learners who will successfully compete, lead, and positively impact the world.”*

- Dr. James R. Veitenheimer, Superintendent



### University of Phoenix

*“This recognition comes at an important time for our institution as it clearly demonstrates our commitment to quality operations and student onboarding processes; and for our institution to be specifically recognized for the Admissions Application process speaks to the great work we are doing as an institution to be the most trusted provider of career-relevant higher education. I am immensely grateful to the Southwest Alliance for Excellence for their contributions to facilitate continuous improvement in organizations, as the performance excellence award program has allowed the Office of Admissions the ability to reflect on its processes and identify strategies for further growth and advancement.” - Marc Booker, Associate Provost, University of Phoenix*

### City of Henderson NV

*“The City of Henderson is honored to be the first city government recognized by the Southwest Alliance for Excellence. We are proud to be an innovator in performance excellence in the state of Nevada and are committed to continuously improving business practices that enhance the quality of life for those who live, learn, work and play in our city. Receiving the 2014 Pioneer Award for Excellence validates the hard work of our employees and confirms why the City of Henderson is America’s premier community.”- Jacob L. Snow, City Manager, City of Henderson*

### Scottsdale Healthcare

- **Optical Scanning Process Improvement**
  - 49,080 additional items were scanned during Fiscal Year (FY) 2011.
    - 8,272 of these items were chargeable, representing additional income that was un-accounted for previously.
    - Scanning compliance of chargeable items improved by 3.3% in FY2011 and 3.9% in FY2012 compared to pre-implementation compliance.
      - This is very significant as **every 1%** increase in scanning compliance for patient chargeable items **contributes an estimated \$100,000** in additional revenue to the organization.
  - Scottsdale Healthcare’s improvement activities achieved a significant **reduction in the variation** of performance between nursing units.
    - The percentage of units scanning less than 80% of the supplies they used **decreased dramatically from 61% prior to implementation to only 3%**.
    - The percentage of units scanning greater than 90% of their supplies also **increased from 3% to 15%** during the same period of time.
  - The Nursing Units Storage Areas Standardization & Supply Scan Process
    - **Reduced par levels by 12%**, while **ensuring** that supply rooms have the **appropriate amount of supplies** on hand to meet demand.
    - **Outdated and expired supplies were reduced** from approximately 6% to approximately 2% during the fiscal year.
    - With nearly \$200 million spent annually on supplies, these adjustments contributed to the organization’s reduction of system-wide supply costs.
- **Color-Coding Standardization of Supply Rooms**
  - Reduced the searching time of nursing staff by an estimated **one hour per shift** for each unit.
    - This resulted in an annual **savings** of approximately **20,000 hours**.
    - Logistics staff also benefitted from greater efficiency when restocking supply room