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Duke University Hospital receives Level 3 Advancement Award from the North Carolina Awards for Excellence

Raleigh, NC (December 2008) — Duke University Hospital was awarded the Level 3 Advancement Award by the North Carolina Awards for Excellence (NCAfE). The Advancement Award is given to organizations that have demonstrated their ability to build sound processes through a systematic approach and producing effective results.

The NCAfE process provides assessments of organizations based on the Malcolm Baldrige Criteria for Performance Excellence. Trained examiners evaluate and score criteria responses and provide feedback to participants.

The examiner team noted that through visionary leadership and the strategic management planning process, senior leaders create a sustainable organization focused on patient care excellence and an environment for organizational performance improvement. Cross-functional and organization-wide teams make up the Infrastructure of Excellence and review performance by balanced scorecard indicators and critical success factors.

The award will be presented at North Carolina Performance Excellence Forum March 11, 2009 at the NC State McKimmon Center during a special awards luncheon.

“Duke University Hospital is an outstanding example of a culture focused on excellent patient care” said NCAfE Program Director Wayne Tindle. “This focus on patient care has resulted in high satisfaction among patients and the community, as well as an excellent reputation in the region”.

About NCAfE and IES

The North Carolina Awards for Excellence (NCAfE) process is a cooperative industry, academic, and government initiative to improve organizational competitiveness and to provide recognition for performance excellence. Examiners are trained to evaluate, comment upon, and score each participant's criteria response and prepare feedback reports for participants. The program was initially formed in 1989 as a foundation through an executive order of the governor. It was transferred to the Industrial Extension Service (IES) at North Carolina State University in 2001.