



# MICHIGAN QUALITY COUNCIL

## FOR IMMEDIATE RELEASE

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## MICHIGAN QUALITY COUNCIL (MQC) NAMES Two Health Systems to the 2011 Honor Roll

**November 21, 2011 Ann Arbor, MI** – The Michigan Quality Council (MQC) announces that Allegiance Health of Jackson and Crittenton Hospital Medical Center of Rochester have been named to the 2011 Honor Roll.

The Honor Roll level is bestowed by the independent Panel of Judges when an organization has undergone a comprehensive evaluation by a team from the Board of Examiners, including a site visit, and is demonstrating consistent progress towards performance excellence.

The MQC's Leadership award program is modeled after the national Baldrige Performance Excellence Program. Both programs evaluate an organization for excellence in seven categories of performance: leadership; strategic planning; customer focus; measurement, analysis, and knowledge management; workforce focus; operations focus; and results. Participating organizations receive a feedback report identifying strengths and opportunities for improvement; those that demonstrate mature processes and outstanding results may become award recipients.

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“Crittenton Hospital Medical Center’s Relationship Based Care model emphasizes patient-centered interpersonal communications to improve health outcomes. Allegiance Health’s community focus has had a measurable effect on the health of the community. Both Honor Roll organizations demonstrate disciplined and continual improvement”, said Geri Markley, executive director of the Michigan Quality Council. “Both serve as role models for other organizations in important areas such as patient focus and leadership.”

Lynn Orfgen, President and CEO, said the hospital was honored by the recognition. “We believe that excellence is a journey, not a destination. Being distinguished as role models in patient care and leadership by the Michigan Quality Council is an outstanding tribute to the passion that has been enveloped by our entire organization.” Orfgen further said, “Our patients, community and staff demand excellence. The feedback from the MQC has been invaluable to guide our organization to continuously improve and challenge ourselves to be best in class.”

“Our ability to provide consistently safe, high quality care is the direct result of our intentional efforts to improve the care delivery process from the patient’s perspective,” said Georgia Fojtasek, president and CEO of Allegiance Health. “By focusing on the needs of our patients and customers and using continuous improvement principles, we continue to improve the patient experience.”

Allegiance Health is a \$419 million, 480-bed community-owned health system based in Jackson, Michigan. Allegiance complements traditional acute care services with mission-based programs that complete the care continuum for all members of the community. Through its Health Improvement Organization, Allegiance is also a national leader in forming community partnerships that innovatively address wellness and prevention needs in the community.

Crittenton Hospital Medical Center is a 290-bed acute care facility located in Rochester, MI, serving communities in Oakland, Macomb, and Lapeer counties in southeastern Michigan.

The not-for-profit, community-owned, teaching hospital has been serving this community for over 40 years, offering a full continuum of medical services. With a medical staff of over 500 physicians offering 54 medical specialties, the health care organization includes acute, post-acute, specialty, primary and preventative care services supported by clinical education and community outreach. For more information, please visit [www.crittenton.com](http://www.crittenton.com).

The MQC was created in 1993 by business and government leaders to promote performance excellence practices that achieve results in business, education, healthcare, and non-profit organizations throughout Michigan. The primary service of the Council is providing feedback to organizations to help them improve, culminating in recognizing top Michigan performers. The MQC is now affiliated with Cleary University.

The MQC can be found on the World Wide Web at [www.michiganquality.org](http://www.michiganquality.org). For more information, contact 734-929-9124 or [mquality@cleary.edu](mailto:mquality@cleary.edu).

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