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Strickland Presents Kettering Health Network With State's First Governor's Award in Four Years

COLUMBUS – Governor Ted Strickland bestowed a rare honor on Kettering Health Network Tuesday, as KHN received the Governor's Award for Organizational Excellence. CEO Frank Perez, President Fred Manchur and Board Chair Pete Luongo joined other Network officials in receiving the award at the State House.

“What makes today's presentation special is the fact that their achievement has not been attained by any other Ohio organization for four years,” Strickland said. “So, it's a real pleasure to represent our state today to recognize all of the 8,300 employees, 1400 physicians, and 800 volunteers who make up the Kettering Health Network and who have built a process-driven performance excellence model that links with their belief system.”

The Ohio Partnership for Excellence (OPE), a state extension of the Malcolm Baldrige National Quality Award, gives no higher honor. Platinum Level performance, also known as The Governor's Award, recognizes KHN as a role model in key areas: outstanding clinical quality; workforce engagement; values-based leadership; governance; community support and involvement; and outstanding results across the Network.

“This award truly recognizes the day-to-day achievement of our workforce – our employees,

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physicians and volunteers – in the continued pursuit of excellence,” Perez said. “Together we have raised the bar for healthcare in our community, and we are fulfilling our mission of improving the quality of life for area residents.”

Last month, KHN was recognized by Thomson-Reuters as one of the Top Ten Health Systems in America for the second year in a row. KHN began using the Baldrige National Quality Award Criteria for Health Care in 2006 as a means of improving quality, efficiency and workforce retention. “We do not do this for the accolade but because we recognize the sacred work with which we have been entrusted,” said Chief Learning Officer Joseph Nicosia. “It is also very gratifying to bring this level of statewide recognition to the Dayton business community.”

“I am an advocate of quality improvement and appreciate OPE and the hundreds of dedicated volunteers who work with them,” Governor Strickland said. “OPE is building a better Ohio -- one region, one community, one organization at a time. Today we are here to celebrate and recognize this remarkable organization for their achievements and to thank them as they provide Ohio with a role model for performance excellence.”

OPE bestows four levels of awards – the Bronze Level Award, Silver Level Award, Gold Level Award and the Platinum Level Award known as the Governor’s Award for Excellence. KHN achieved Gold Level performance last year.

“This commitment to a quality journey is a huge undertaking for any organization, but especially for a complex healthcare network like KHN,” Governor Strickland said. “The Governor’s Award has been awarded to only 11 organizations. KHN has shown process efficiencies, long-term planning that has endured sustainability and serving their patients with the highest quality health care.”

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