

# MTMC lands excellence award

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Middle Tennessee Medical Center has earned a Commitment Award in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence.

This is the second consecutive year MTMC has received this designation, according to an MTMC news release.

Through an annual evaluation and assessment process, the nonprofit TNCPE recognizes organizations "that have achieved the highest standards of excellence in their operations and results." The program uses criteria established by the Baldrige National Quality Program.

"After participating in the process, we receive a detailed feedback report that is used to improve processes and results," said Michelle Arnold, MTMC quality manager. "It's an effective way to energize employees, sharpen focus and look at the organization from a systems perspective and earn recognition for the organization."

Awards are presented in four categories: interest recognition (beginning level); commitment; achievement; and the highest level — the Excellence Award. Recipients of Commitment Awards have demonstrated progress by identifying and putting in place some key process improvements, which are directly attributable to a fact-based improvement process.



AARON THOMPSON/DNJ

**MTMC CEO Gordon Ferguson stands in front of a Middle Tennessee Medical Center sign at the new hospital. MTMC has earned a Commitment Award in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence.**

"This award is a great honor as this program recognizes organizations that have achieved the highest standards of excellence in their operations and results," said Gordon Ferguson, MTMC president and CEO. "As we take our organization to the next level, we must remain focused on being a top rated healthcare organization not only in quality and outcomes, but also in patient experience and patient safety."

Since TNCPE's creation in 1993, more than 1,050 organizations have progressed

through one or more levels of achievement. A Board of Examiners made up of 150 experts in business, education, health care and government assessed this year's applicants in seven categories: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results.

The Tennessee program is available to all businesses, educational institutions, health care organizations, government agencies and other non-

profit entities.

MTMC is a 286-bed private, not-for-profit, faith-based hospital located on Medical Center Parkway. It is a member of Saint Thomas Health Services, which includes Baptist and Saint Thomas hospitals in Nashville and Hickman Community Hospital in Centerville and is a member of Ascension Health, a Catholic organization that is the largest not-for-profit health system in the United States.

For more information, visit [www.mtmc.org](http://www.mtmc.org).