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NOR-LEA HOSPITAL DISTRICT EARNS TOP QUALITY AWARD IN NEW MEXICO

LOVINGTON, NM, November 27, 2018 – Nor-Lea Hospital District received the Zia Award from the 2018 New Mexico Performance Excellence Awards (NMPEA) Program. This Recognition is based on the Baldrige Excellence Framework®, which is recognized around the world as the standard for organizational performance excellence. The Zia Award is the highest honor of the NMPEA and there has not been a Zia Award recipient in six years.



The QNM Zia Award is based on the Baldrige Criteria for Performance Excellence. The criteria addresses seven categories: leadership; strategic planning; customer and workforce focus; measurement, analysis and knowledge management; operations focus; and results.

Nor-Lea's Chief Quality Officer, BranDee Savell, is pleased to be awarded the Zia Award. She has dedicated the past eight years to process improvement and performance excellence at Nor-Lea. "Nor-Lea Hospital District is honored to receive the 2018 QNM Zia recognition, said Savell. "The Nor-Lea executive team and Board of Trustees committed to this Malcolm Baldrige journey more than eight years ago and with the support of our community we have been able to achieve outstanding results in service, quality, workforce, finance, and growth. I am blessed to work with this outstanding group of leaders, medical staff, volunteers, and staff who are constantly challenging us to be better each day. An organization cannot achieve this level of performance without engagement of the entire workforce. Our leaders are continuously leaning in and learning from the best of the best healthcare organizations in the country. Our medical staff are passionate and committed to providing excellence in healthcare each and every day. Our staff is committed to providing exceptional care to our patients and volunteering their time to get involved in our community. I am excited to continue on our journey towards the National Malcolm Baldrige Presidential Recognition because our community deserves world class healthcare right here in Lea County."

Nor-Lea's Administrator and CEO, David Shaw, is proud of Nor-Lea earning this top quality award. "The Lord has blessed us with incredibly talented and dedicated staff. We've been on this performance excellence journey for eight years. This is an incredible award to receive and the hospital district and greater Lea County should be proud of their community hospital," stated Shaw. "This award proves that you don't

have to be in a bustling city like Albuquerque to receive outstanding health care and accomplish major success as a business. In our case, the power of partnerships with local businesses; schools; city, county and state government have helped propel our hospital to succeed. This award is determined by independent and professionally trained surveyors and judges and confirms what myself, our executive team and board of trustees have known for years, Nor-Lea is the best in the state of New Mexico! I also believe we are one of the best in the nation. Receiving this award gives us a platform to share our process improvements with rural hospitals and businesses all over New Mexico and elsewhere. Ultimately, this award is proof of all the hard work our staff and providers do each and every day to ensure our patients receive the best care. Our quality journey will not end here. We will continually innovate and strive, daily, to *Enhance Lives* and give our guests an *Exceptional Experience*. I challenge our communities to hold us to our mission and vision as we continue our performance excellence journey.”

For more information about the NM Performance Excellence Awards, visit www.qualitynewmexico.org.

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