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Tennessee Center for Performance Excellence
www.TNCPE.org
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**NHC Columbia earns
Tennessee Center for Performance Excellence
2010 Commitment Award**

NHC Columbia of Columbia, Tenn. has earned TNCPE's Commitment Award in the annual Excellence in Tennessee award program administered by the Tennessee Center for Performance Excellence (TNCPE). Representatives of NHC Columbia will accept the award at the 18th annual Excellence in Tennessee Awards Banquet on February 23, 2011, at the Franklin Marriott Cool Springs in Franklin, Tenn.

NHC Columbia is a locally operated 100-bed healthcare and rehabilitation center dedicated to improving the quality of life of the patients they serve in a warm, personal, and individualized manner since 1974.

Through an annual evaluation and assessment process, the non-profit TNCPE recognizes organizations that have achieved the highest standards of excellence in their operations and results. The program uses the *Criteria for Performance Excellence*, established by the national Baldrige Performance Excellence Program, as the evaluation tool.

Awards are presented in four categories: Interest Recognition (the beginning level), Commitment, Achievement, and the highest level – the Excellence Award.

“My congratulations to NHC Columbia for earning TNCPE's Commitment Award, and for all the hard work that helped them achieve this honor,” said Tennessee Governor Phil Bredesen. “NHC Columbia has met a specific set of criteria and standards only found in the country's best-run organizations. Pursuing these standards is a significant achievement that encourages growth and innovation within the business, which helps drive economic development in Tennessee. I applaud NHC Columbia for achieving this recognition.”

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.

“While I’m delighted to honor NHC Columbia with a Commitment Award, I want to emphasize the true nature of this achievement,” said TNCPE President and CEO Kathryn Rawls. “This is so much more than a plaque on a boardroom wall. Pursuing a TNCPE award demonstrates that NHC Columbia has adopted proven performance practices, principles, and strategies that nurture excellence in all aspects of business – from client relations to workforce development to results. These processes will help NHC Columbia continue to be successful for years to come.”

This year, CIGNA Government Services earned an Excellence Award. Two organizations earned the TNCPE Achievement Award, 11 earned the Commitment Award and three earned Interest Recognition.

“These efforts translate into organizations where people want to work and want to do business,” said Rawls “I’m proud that NHC Columbia is among these high achievers taking such positive steps to grow internally *and* benefit our economy.”

Since TNCPE’s creation in 1993, more than 1,100 organizations have progressed through one or more levels of achievement. A Board of Examiners made up of 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 TNCPE program, which is itself a national and international role model, is available to all businesses, educational institutions, health care organizations, government agencies and other non-profit entities.

For more information on NHC Columbia, please contact Brad Rector, Administrator, at 931-381-3112 or brector@nhscr.com.

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