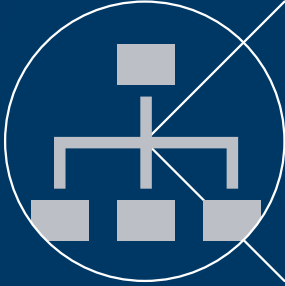


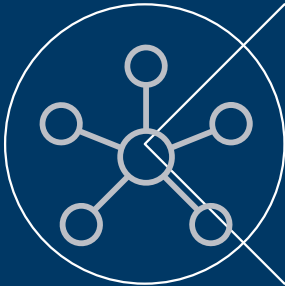


Quality and Strategic Planning Update

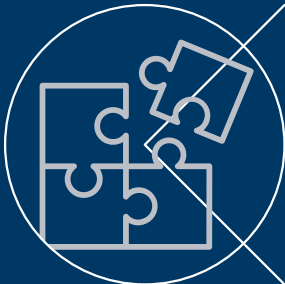
Quality Structure and Systems



Operates within a matrixed model, providing centralized subject matter expertise and standards while supporting service lines in tailoring QAPI programs to their specific operational needs.



Aligned across MHSATS, Outpatient, Medical Services, and FMHP, with coordinated integration of Safety, Emergency Management, and Policy functions.



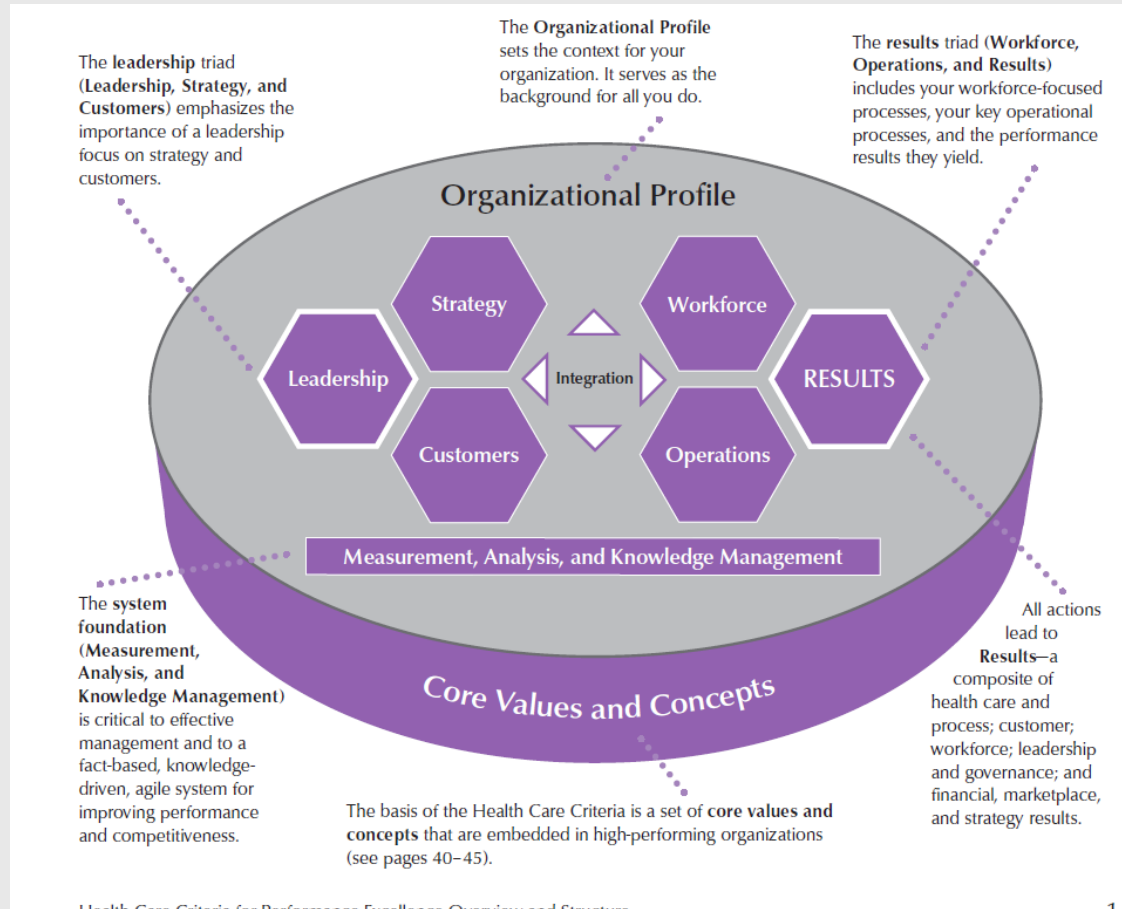
The department integrates staffing and process management capabilities to advance Continuous Improvement, Strategic Planning, and Project Portfolio Management across the organization.

Quality Culture

- Celebrate success and innovation while staying vigilant for risk (High Reliability mindset).
- Recognize and reward employees across all areas of the organization.
- Build Just Culture through strong cross-system collaboration.
- Stay curious about real work processes to drive continuous improvement.
- Encourage transparent reporting and elevate concerns early.



Baldrige Excellence Framework



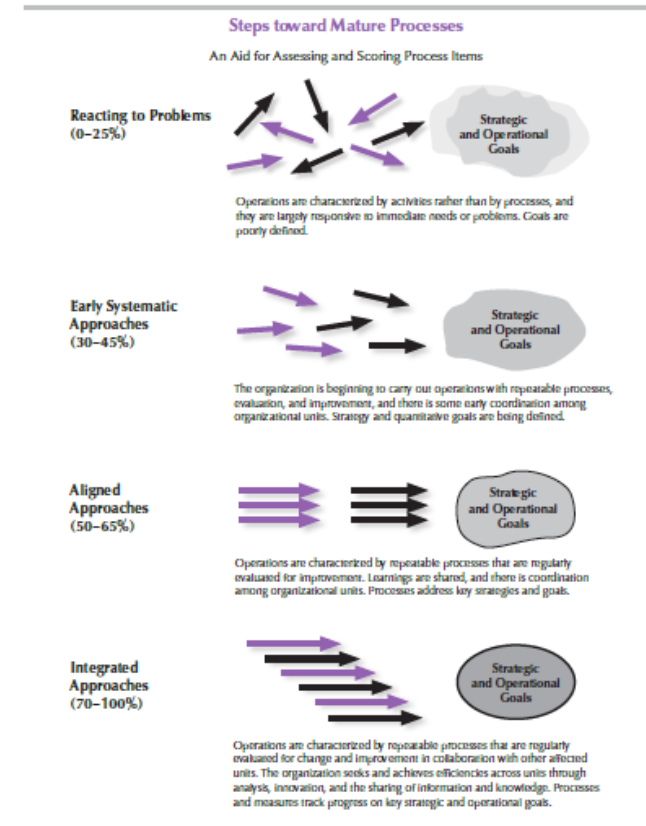
- Seven categories of focused evaluation
- Evaluated using the framework to organizational performance
- Fully integrated systems and processes around DCT's three key processes:
 - Admissions
 - Treatment
 - Discharge
- Guided by our core values and concepts through systematic approaches to processes

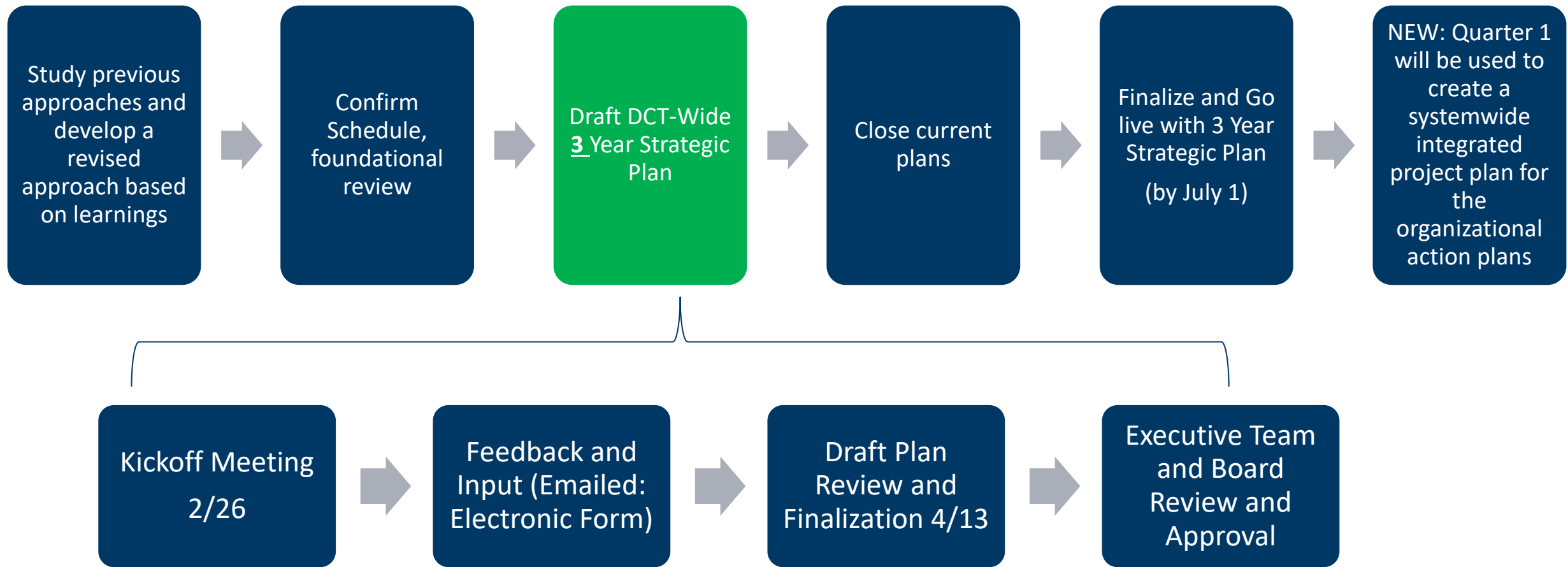
Applications & Evaluations

	Option 1	Option 2	Option 3
Depth of Evaluation (Baldrige Questions)	Organizational Profile (2 general topics, approximately 35 questions); click here to download the Excellence Builder and flip to the Organizational Profile questions	Organizational Profile plus Basic and Overall Level questions (19 general item topics, approximately 90 questions); click here to download the Excellence Builder and answer all questions in the Profile plus bold questions in each Category	Organizational Profile plus Basic and Overall questions plus Multiple Level questions (19 general topics, approximately 270 questions); click here to purchase/download a copy of the Business/Nonprofit, Healthcare, or Education Baldrige Criteria and answer all questions
Award Eligibility	Commitment 	Engagement, Advancement, or Achievement 	Advancement, Achievement, or Excellence
Application Length	7 pages	30 pages	55 pages
Focus Areas	Organizational Alignment Improvement Orientation	Level 1 plus Systematic Processes Fact-Based Evaluation & Improvement Key Results/Outcomes	Levels 1-2 plus Organizational Systems Some Innovation High Performance Results
Feedback Guidelines	Summary of findings ("Highlights and Considerations") No scoring	Strengths and OFIs at Overall Level Scoring ranges	Strengths and OFIs at Multiple Level Scoring per Baldrige item
PEN Team, Process	2 Evaluators - No site visit (optional Improvement Planning session) 90-day cycle time	3-5 Evaluators 1-2 day site visit 120-150 day cycle time	6-10 Evaluators 3-4 day site visit 150-180 day cycle time
Investment*	\$1000/member (\$2K nonmember)	Small/Medium: \$3K (\$6K nonmember) Large: \$5K (\$10K nonmember)	Small: \$8K (\$12K nonmember) Medium: \$12K (\$16K nonmember) Large: \$16K (\$20K nonmember)
Deadlines (all levels)	Cycle 1 (Spring/Summer): Letters of Intent due March 1; Applications due May 1 Cycle 2 (Summer/Fall): Letters of Intent due June 1; Applications due August 1 Cycle 3 (Fall/Winter): Letters of Intent due September 1; Applications due November 1		

Strategic Planning Systems: Guiding Improvement

- Structured approach Strategic Planning and Deployment
- Requires learning and maturation of the system, while acknowledging the gains over the years
- Part of overall initiatives to systematize Project Portfolios, align with Continuous Improvement work and support the organization





Strategic Planning Cycle

Annual Excellence Conference

- **Stronger Together: Resilience, Balance, and Belonging at Work.**
- Scheduled for September 22nd
- Employee Recognition and Nominations are live
- Quality Fair Projects are being submitted
- Next large group meeting to review strategic priorities and direction



2026 ANNUAL
EXCELLENCE
CONFERENCE

Thank You!

Terra Carey

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