

SENATE NO. 683

AN ACT ESTABLISHING HEALTH CARE CRITERIA FOR PERFORMANCE EXCELLENCE

*Be it enacted by the Senate and House of Representatives in General Court assembled,
And by the authority of the same, as follows:*

1 SECTION 1. Section 16K of chapter 6A of the general laws is hereby amended by inserting at
2 the end thereof the following:

3 The council, subject to appropriation, shall implement a program for measuring performance
4 excellence in health care institutions utilizing the Baldrige National Quality Program Health
5 Care Criteria for Performance Excellence. The evaluation of health care organizations shall
6 include: (1) an organizational profile describing organizational characteristics and challenges;
7 (2) leadership describing how senior leaders establish and communicate vision and values, how
8 the institution governs and addresses its social responsibilities; (3) strategic planning examining
9 how strategies are developed and deployed; (4) focus on patients, other customers, and markets
10 examining how knowledge of patients, other customers and markets are used, how the
11 organization builds relationships and grows patient or customer satisfaction and loyalty; (5)
12 measurement, analysis and knowledge management examining how the institution measures,
13 analyzes and reviews performance and how organizational information and knowledge is

14 managed; (6) human resources examining how staff are enabled to accomplish the work of the
15 organization and how the organization contributes to staff well-being and satisfaction; (7)
16 process management examining how the organization identifies and manages health care
17 processes including support processes to accomplish operational planning; and (8) results
18 examining the health care and service delivery outcomes, patient and other customer outcomes,
19 financial and market outcomes, human resource outcome, and organizational effectiveness
20 outcomes. For the purpose of implementing said program, the council may establish, by
21 regulation, a schedule of fees to be paid by institutions being measured that cover all, or a
22 portion, of the cost of implementation, including publication of the results in a format
23 established by the Council.