



Creating States of Excellence



2012 Annual Stakeholders' Report

Purpose:

Rocky Mountain Performance Excellence (RMPEX) is a nonprofit that helps organizations improve performance and achieve results.



Mission:

RMPEX guides organizations and volunteers to performance excellence by providing education, training, networking, and sharing of best practices leading to assessment and feedback, which result in continuous improvement, recognition, and awards.

Vision:

RMPEX is recognized as a trusted resource for performance excellence by organizations committed to continuous improvement.





Message from the Chair:

It was another exciting and challenging year for Rocky Mountain Performance Excellence (RMPEX). Over the past 12 years RMPEX has been serving as the regional Baldrige based program for Colorado, Montana, and Wyoming. Each year we celebrate with organizations on the journey to performance excellence. We announced seven 2012 award recipients last fall after the completion of the annual examination cycle. These organizations truly differentiate themselves through leadership, courage, and tenacity.

2012 recipients at the Foothills level were **Colorado Army National Guard, Donor Alliance, Littleton Adventist Hospital, and Sky Ridge Medical Center**. **RTD FasTracks Program** was awarded at the Timberline level having achieved Foothills level in 2011. For the first time in the history of RMPEX, two organizations were recognized as Peak recipients; the RMPEX level which is based upon the Baldrige National Quality Award and presidential award for performance excellence. **Denver Health**, a Timberline recipient in 2009, is now a Peak Award recipient. **Poudre Valley Health System** is a three-time recipient of the Peak Award, achieving this honor in 2004, 2008 (when they also received the Malcolm Baldrige National Quality Award), and now again in 2012.

In addition to the award recipients, **Holyoke School District** was recognized at the High Plains level for beginning the journey with completion of an organizational profile. Award recipients were honored at the 2012 RMPEX Quest for Excellence conference in Loveland, CO on October 26, 2012.

On October 27, 2012, we conducted our annual strategic planning session. A Hoshin Plan with 4 strategies emerged from the day's work. Committees were formed around each strategy and work began at once. Jim Walker, RMPEX Award Program Facilitator, formed and led a Strategy Committee made up of Adam Cohen, Vikki Fosjord, and Pete Reicks to evaluate the application and examination cycle timing and consider changes. This decision was required before the other 3 strategy committees could begin their work as it set in place a foundation from which to plan and improve. The team recommended and the Board of Directors approved changing the cycle to the fall time frame. This change allows 22 weeks between the time an applicant is named a Peak recipient and the submission deadline for a Baldrige application. It also provides more summer time for examiners, as training does not begin until August.

Suzie Gutierrez chaired a strategy committee focused on the recruitment of examiners. Her team successfully attracted enough examiners to more than meet the applicant load. A tri-fold brochure was developed and used to promote the opportunity of serving on the board of examiners. It was branded to match the website and informational RMPEX brochure.

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Under the leadership of Jamie Kirkland, the Training Optimization Strategy Committee has reviewed all aspects of training and is deploying some innovative changes based on the voice of the customer.

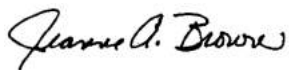
The Incentives Strategy Committee, chaired by Cecelia Hanighan, issued a survey to its customers and has identified several incentives to develop and deploy. Look for announcements regarding networking and educational opportunities in the near future.

Other exciting news was the addition of three new Board members. Steve Schmidle, Suzy Gutierrez and Doug Gilbert were all accepted onto the RMPEX Board of Directors. Steve accepted the position of RMPEX Treasurer and has been serving in this important position for over six months. Suzy is a certified Professional in Human Resources and is pursuing a Masters Degree in Healthcare Industry Leadership. She is currently leading the RMPEX Examiner Recruiting Strategy Committee. Doug is Dean of the School of Organizational Leadership for the University of the Rockies. He is a member of the RMPEX Training Optimization Strategy Committee. We are excited about the experience and knowledge these new members bring to our leadership team.

Effective on June 1, 2013, RMPEX purchased all rights for Scorebook Navigator (SN). This acquisition assures our examiners the use of this excellent examination tool and also allows other state and regional programs access. The application has been migrated to our server and tested. The RMPEX Board of Directors was very involved in the careful review of this direction and approved this acquisition at the April 24, 2013 board meeting.

Together we have make great strides forward this past year. My second and final term as Board Chair will conclude the end of December 2013. It has been an honor and privilege to serve in this capacity. This is an exceptional organization to work with and I would encourage anyone with performance excellence passion in his or her heart to get involved and make a difference.

Respectfully,



Jeanne Brown

RMPEX Board Chair

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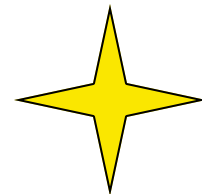


Board Members

Name	Job Title/Profession	Organization
Arja P. Adair, Jr.	President / CEO	Colorado Foundation for Medical Care
Jim Baker	Quality Assurance Professional	Unaffiliated
Brian K. Banks	Program Manager	L-3 Communications
Jeanne Brown	Board Chair	Rocky Mountain Performance Excellence
Adam P. Cohen	President	Accelerant Performance Solutions
Sharon K. Clinebell	Assistant Dean & Professor of Management	Montfort College of Business, Univ of Northern Colorado
Dr. Robert L. Finkelmeier	Professor	Davenport University, Walden University, Argy University
Vikki Fosjord	Quality Assurance Manager	EBMS, Billings, MT
Kelly Gallant	Assistant VP of Quality and Performance Improvement	The Aurora Medical Center / Centennial Medical Plaza
Alison Manchester	VP, Global Content Management	LexisNexis
Jan Mazotti	Director & Editor, ICOSA Magazine	CAP Worldwide
James McCorvey	Chief Financial Officer	VA Purchased Care and Health Administration Center
Wayne New	President	New Consulting
Ed Powers	Chief Operations Officer	G2G
Gregory E. L. Sanchez	Quality Professional	Independent Consultant

Board Members Emeritus

Michael Chapman—Founder	The Chapman Group
Barbara H. Davis	Exempla Good Samaritan Medical Center
Norma Krech	Independent Consultant
Bill Liggett	Independent Consultant
Tom Mauro—Past ED	Independent Consultant
Nancy Page Cooper—Founder	Link Real Estate Group
Rich Wagner	Dynamic Achievements, Inc.



Thank you to RMPEX' Sustaining Sponsors



RMPEX has found that it can only achieve its mission by collaborating with various organizations through sponsorships, alliances, and consultants. Each of these share the commitment to organizational excellence.

We acknowledge and honor our....

RMPEX Volunteers!

JUDGES

Sharon Clinebell

David Hetherington

Liz Keim

Maureen McDevitt

Priscilla Nuwash

Rick Press

Rich Wagner

Tereza Guedes

Guy Guinn

Suzy Gutierrez

Cecelia Hanighen

Emily Hardy

Samuel Harry

Andy Hauk

Mike Hoge

Trish Holper

Alice Jagiello

Clint Jones

Jamie Kirkland

Ligita Kraemer

Pat Lapekas

Suzanne Laznicka

Mary Lee

Rachel Lee

Scott Leek

Burak Malkoc

Margaret McCormick

Marie McNichol

Anelia Nagaraj

Wayne New

Huberto Ochoa

Fran Pitaro

Todd Poulson

Pete Reicks

April Rikhoff

Dorinda Robinson

Terry Runyan

Chris Santana

Steven Schmidle

Stephen Stanley

Camille Van Vurst

Sean Walker

Rhonda Ward

Kim Watson

Claribel Wendling

Carla Wolfe

Steve Work

Natalye Yarbrough

Perry Yoshimiya

Jennifer Zettel

Alan Zimmerman

EXAMINERS

Norma Armstrong

Jo Ann Arabasz

Karla Ash

Chris Banister

Paula Blair

Peggy Bradley

Sherry Bright

Jim Brown

Geoffrey Calhoun

Heather Chisholm

Anne Clouatre

Adam Cohen

Ester Colunga

Emmanuel Eliason

Dawn Fertitta

Mike Finton

Vikki Fosjord

Doug Gilbert

2012 RMPEX Award Recipients



Poudre Valley Health System
Fort Collins and Loveland, CO
Peak Level



RTD FasTracks
Denver, CO
Timberline Level



Sky Ridge Medical Center
Lone Tree, CO
Foothills Level

Donor Alliance
Denver, CO
Foothills Level



2012 RMPEX Award Recipients



Denver Health
Denver, CO
Peak Level

*Colorado Army National
Guard*
Denver, CO
Foothills Level



Littleton Adventist Hospital
Littleton, CO
Foothills Level

Holyoke School District
High Plains Recognition

FINANCIAL HIGHLIGHTS

BALANCE SHEET—December 31, 2012

ASSETS

1st Bank Boulder Checking	36,495.43
1st Bank Premier Time Savings	20,472.60
Accounts Receivable	11,613.12
Prepaid Expenses	1273.81
TOTAL CURRENT ASSETS	\$ 69,854.96
RMPEX owned equipment	685.00
TOTAL FIXED ASSETS	\$ 685.00
Deposits	600.00
TOTAL ASSETS	\$ 71,139.96

LIABILITIES and EQUITY

Accounts Payable	411.52
TOTAL CURRENT LIABILITIES	\$ 411.52
Opening Balance Equity	15,627.74
Unrestricted New Assets	28,495.14
Net Income	28,605.56
TOTAL EQUITY	\$ 70,728.44
TOTAL LIABILITIES and EQUITY	\$ 71,139.96

INCOME STATEMENT—December 31, 2012

TOTAL REVENUE	\$ 130,889.08
TOTAL EXPENSES	\$ 102,283.52
NET INCOME	\$ 28,605.56

Message from the Executive Director:

In September of 2011, I took over as Executive Director of Rocky Mountain Performance Excellence (RMPEX), and channeled my passion for performance excellence in a new direction. After nine years of serving RMPEX in a variety of roles including examiner, team lead, event planner and Vice-Chair of the Board, I felt well-grounded in the truly unique nature of this program and its goals.

I have been humbled by the magnitude of the role of RMPEX Executive Director. The support and encouragement I've received from many sources has been critically important to me during the transition. I am deeply appreciative and will continue to seek input from all who share my passion for performance excellence.

I am excited about the future of RMPEX and more broadly, the future of the Baldrige enterprise. We have an opportunity to shape the Baldrige brand into something it has not been, a national brand with a national presence.

I will continue to improve the financial performance and sustainability of RMPEX so that we can fulfill our ongoing purpose to help organizations improve performance and achieve results. I will learn, adapt, and innovate business practices that contribute to RMPEX' growth and success.

The "critical few" elements to RMPEX success are:

- Leadership from all who are involved
- Determination
- Resources, both internal and external
- Willingness to accept feedback

I believe a higher purpose leads to better performance. At its best, the purpose of the Baldrige and RMPEX enterprises is to evoke the highest human potential and create a lasting, positive, and maybe even a radical change in the way we do business.

Best regards,

Kim Griffiths





Let RMPEX Assist You in Creating States of Excellence!

Rocky Mountain Performance Excellence

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Denver, Colorado 80217

www.rmpex.org

Kim Griffiths, Executive Director

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Jim Walker, Award Program Director:

DrJimW@hotmail.com

Rocky Mountain Performance Excellence is a 501© (3) Non-Profit Corporation. It is a member in good standing with the Alliance for Performance Excellence, the Non-Profit organization of all state and local Baldrige-based organizations in the United States.

