



# #WeAreSterling

ELEVATING PERFORMANCE EXCELLENCE

## Governor's Sterling & Georgia Oglethorpe Award Management Assessment

*"At Wellstar Paulding Hospital, we pursue excellence in everything we do. Each and every day, we take our commitment to save lives, serve others and promote a strong workforce culture seriously. Utilizing the Sterling/Baldrige Management Criteria for Performance Excellence helped us create a systematic approach to how we operate. There is no doubt with the Sterling/Baldrige framework in place, we are better positioned to continue to fulfill our vision of providing world-class healthcare to every patient, every time."*

*John Kuevan, Senior Vice President and Hospital President  
Wellstar Paulding Hospital, 2019 Georgia Oglethorpe Award Recipient*

The **Governor's Sterling and Georgia Oglethorpe Award** assessment process is designed for organizations with mature, refined management processes and positive results, want further **acceleration** of sound practices in all areas of the Sterling Management System framework, and may aspire to be recognized as a role model. The GSA is rigorous, consisting of an Organizational Profile and a formal 50-page application responding to the Sterling Criteria for Performance Excellence. A formal external assessment consists of off-site and on-site assessment of how well your processes are defined, aligned, deployed, evaluated, and improved.

Sterling Examiners review the application, conduct an extensive seven day site visit, and compile a detailed Feedback Report at the Item level, which identifies strengths, opportunities, and cross-cutting themes. The Panel of Judges determines each applicant organization's role model status and eligibility to receive the Governor's Sterling and Georgia Oglethorpe Award for Performance Excellence. Governor's Sterling and Georgia Oglethorpe Award recipients are recognized by the Governor of Florida and the Sterling Council at the Annual Sterling Conference and are expected to serve as role models by showcasing their journey and best practices to other aspiring organizations.

What do you need to do to move forward with the Governor's Sterling and Georgia Oglethorpe Award assessment?

- ✓ Submit an Application of Intent.
- ✓ Submit your completed five-page Organizational Profile, your 50-page application, and additional documents via electronic link provided by Sterling.
- ✓ Work with the Sterling office to schedule the Assessment process with your assigned Examiner team.
- ✓ Work with the Examiner team Leader to schedule and coordinate Assessment process.
- ✓ Prepare your workforce for honest and open discussions with the Examination team.

What is the value for your organization?

- ✓ Continual learning about best practices in organizational management for leaders and the workforce as they work together to complete the application, prepare for the Assessment process, and respond to Examiner questions.
- ✓ Receive a feedback report with Criteria Item level strengths and opportunities for improvement, and an Executive Summary with cross-cutting themes to focus your organization on even higher levels of performance.
- ✓ Use the feedback to focus your energy and resources on the most critical improvement projects that will add the greatest value to your organization.
- ✓ Potentially be designated a role model for performance excellence in the states of Florida and Georgia.
- ✓ Receive **recognition** at the Governor's Sterling Awards Banquet at the Sterling Conference.

What is the cost?

- ✓ Application of Intent Fee: \$1,000
- ✓ Assessment Fees:
  - Up to 250 Employees: \$11,500
  - More than 250 Employees: \$13,500

