

Challenge Award requirements are built upon demonstrating use of the Malcolm Baldrige criteria for Performance Excellence. Some of Saline Memorial Hospital's quality focuses include the assessment of:

- Our workforce, and processes/plans to engage, manage, and develop our workforce to its full potential
- The organizational environment including services provided, organizational culture, major technologies, and regulatory environment
- Organizational relationships - key customer and stakeholder groups and market segments, our partnering relationships and communication mechanisms.
- Organizational challenges - both competitive and strategic, and how we develop and then deploy objectives and action plans
- Our Performance Improvement system - key elements including our evaluation and learning processes.

In the attached photograph, Maria Haley, Executive Director of the Arkansas Economic Development Commission presents the Challenge Award to Randy Fortner, Saline Memorial Hospital President and CEO at the Governor's Quality Award banquet in Little Rock.

