



News Release

The Partnership for Excellence Honors 2025 Award Recipients

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COLUMBUS, OH – The Partnership for Excellence (TPE) is pleased to announce two high-performing organizations as recipients of the 2025 Awards for Excellence. The awards represent Ohio, Indiana, West Virginia, and Illinois's highest honor for performance excellence through innovation, results, and visionary leadership using the Baldrige Excellence Framework®.

The 2025 Award Recipients - listed by award - are:

- **Community Health Network**, Indianapolis, IN (Gold Award, Achievement of Excellence)
- **Lilly Patient Services**, a department within Eli Lilly & Company, Indianapolis, IN (Bronze Award, Pledge to Excellence)

The mission of TPE is to cultivate organizational performance excellence and continuous improvement across all industry sectors. Using the Baldrige Excellence Framework®, organizations can have a greater focus on customers, process management, innovation, work systems, and organization-wide results. This approach often leads to lower costs, improved productivity, and increases in employee and customer satisfaction, which may contribute to market share growth. TPE's primary product is a comprehensive assessment to help organizational leaders better understand and prioritize key strengths and opportunities for improvement.

Applicants were rigorously evaluated by an independent board of examiners in seven areas defined by the Baldrige Excellence Framework®: leadership; strategy; customers; measurement, analysis, and knowledge management; workforce; operations; and results. The evaluation process included more than 1,000 hours of review and the option of a site visit by the examiner team to clarify questions and verify information in the application. An independent panel of judges reviewed each organization's evaluation, approved the final feedback reports, and developed award recommendations, which were ratified by the TPE Board of Trustees. Award levels granted to recipients can be bronze, silver, gold, or platinum level.

Community Health Network (CHNw), which received a gold level award, is a highly integrated healthcare network with over two hundred sites of care throughout central Indiana, including hospitals, health pavilions, doctors' offices, clinics, workplaces, and schools. Ranked among the nation's most integrated healthcare systems, CHNw is a leader in providing convenient access to exceptional healthcare services. **Lilly Patient Services**, which received a bronze level award, is a center of excellence for US customer support services within a global parent pharmaceutical company. Its primary product offering is customized customer support programs for patients prescribed the parent organization's medications.

The Partnership for Excellence's 2025 award recipients will be honored at an awards banquet on September 8th during TPE's annual *Quest for Success* conference, which will be held September 8-9, 2025, at The Ohio State University. During the conference, TPE and national award recipients, and performance excellence professionals will present information on their performance excellence journeys and share best practices in plenary sessions, breakout sessions, and in informal discussions with conference attendees. For additional information contact: Margot Hoffman, President & CEO, The Partnership for Excellence, phone: (614) 425-7157 or visit the TPE website at: [The Partnership for Excellence](https://www.thepartnershipforexcellence.org)