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## Shaw Resources Client, Children's Hospital of Orange County, Receives a Silver-level Award from the California Awards for Performance Excellence (CAPE)

**February 11, 2009 - Issaquah, WA:** Shaw Resources announced today that their client, the Children's Hospital of Orange County (CHOC-Children's), was awarded the Silver-level **Eureka** Award for performance excellence on January 23rd. This prestigious honor was bestowed by the California Council for Excellence (CCE) and CHOC-Children's is the first California children's hospital to achieve this recognition.

During 2007 and 2008, Jim Shaw of Shaw Resources and Wayne New of New Consulting Services partnered to assist CHOC-Children's with the following Baldrige-related services.

- Baldrige Criteria and application education for executives and managers
- Identification of industry comparisons and best practices
- Application development, planning, and oversight
- Drafting, editing, and final formatting of application for CAPE award
- Site visit preparation of board members, executives, medical staff leaders and managers
- Post-application list of prioritized key operational improvements for next steps

CAPE granted the Eureka Award to CHOC-Children's in recognition of its many performance excellence operational approaches and accomplishments and will also provide a feedback report, identifying opportunities for improvement to be used for further progress. "Over the past two years we are proud of the operational progress that the hospital has made. The hospital has used the CAPE/Baldrige-related feedback reports to accelerate the performance of their processes and the quality of services for children," said Jim Shaw, President of Shaw Resources. "It aligns strategy with short and long term initiatives to produce greater returns for the organization and all of its patients and staff. It proves that performance excellence is truly a continuous journey, not a destination."

Beth Rowett, CHOC-Children's Vice President for Quality stated, "When our hospital committed to the Baldrige journey, we knew that we needed additional resources and support from experts. The guidance and assistance provided by Jim and Wayne was key to conducting our assessment and site visit more effectively and in far less time than we could have accomplished on our own." Beth Rowett added, "CHOC-Children's has benefited tremendously from its Baldrige Journey. I encourage all hospitals to adopt use of the Baldrige Criteria for Healthcare Performance Excellence."

### **About Children's Hospital of Orange County (CHOC-Children's):**

CHOC is exclusively committed to the health and well being of children through clinical expertise, advocacy, outreach and research that brings advanced treatment to their patients. CHOC-Children's regional healthcare network includes two state-of-the-art hospitals in Orange and Mission Viejo, several community clinics, a residency program that trains tomorrow's pediatricians, and four centers of excellence—The CHOC Children's Heart, Cancer, Neuroscience and Orthopaedic Institutes. For more information, please see the CHOC web site at <http://www.choc.org>.

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**About Shaw Resources:**

Shaw Resources, founded in 1990 by James Shaw, assists public sector, healthcare including hospitals and other healthcare delivery/service organizations to identify and implement operational improvements in quality and cost effectiveness utilizing a customer-focused analytical methodology. More than half of the Shaw clients have been healthcare providers, primarily large (200+ beds) California-based acute care hospitals. Shaw provides consulting services and software to organizations using the Baldrige Criteria for Performance Excellence. James Shaw first became a member of the Baldrige Board of Examiners in 1994. During 1996/1997, he was a member of the Baldrige Healthcare Pilot team, and was first named a senior Baldrige Examiner in 1997. Shaw's Scorebook Navigator™ software is used by many state and local Baldrige-based award programs via partnership with the Baldrige Foundation. More information is available online at [www.ShawResources.com](http://www.ShawResources.com).