



FOR IMMEDIATE RELEASE

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Lauri Bolton, Summit Pacific's Chief Experience Officer.

Bolton Named to 2018 Malcolm Baldrige National Quality Award Board of Examiners

(ELMA, WA) – The Commerce Department's National Institute of Standards and Technology (NIST) has named Lauri Bolton, Summit Pacific's Chief Experience Officer to the Board of Examiners for the 2018 Malcolm Baldrige National Quality Award. The Baldrige Award is the nation's highest honor for organizational innovation and performance excellence.

Appointed by the NIST Director, examiners are responsible for reviewing and evaluating applications submitted for the Baldrige Award, as well as other assessment-related tasks. The examiner board is composed of more than 300 leading experts competitively selected from industry, professional, trade, education, healthcare and nonprofit organizations from across the United States.

Those selected meet the highest standards of qualification and peer recognition, demonstrating competencies related to customer focus, communication, ethics, action orientation, team building and analytical skills. All members of the board must take part in a nationally ranked leadership development course based on the Baldrige Framework for Performance Excellence and the scoring/evaluation processes for the Baldrige Award. They must also complete an independent review of a Baldrige Award application.

As Chief Experience Officer, Bolton is accountable for shaping Summit Pacific's brand experience by providing vision and direction for organizational initiatives that create exceptional experiences for community members, providers and staff. She has more than 20 years of experience in human resources management, process improvement, satisfaction and employee engagement.

Named after Malcolm Baldrige, the 26th Secretary of Commerce, the Baldrige Award was established by Congress in 1987. Awards may be given annually to organizations in each of six categories: manufacturing, service, small business, education, healthcare and nonprofit. The Award promotes innovation and excellence in organizational performance, recognizes the achievements and results of U.S. organizations, and publicizes successful performance strategies. Since the first group was recognized in 1988, 119 awards have been presented to 110 organizations.

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Summit Pacific Medical Center's vision is "Through Summit Care, we will build the healthiest community in the Nation." We passionately provide essential healthcare to all individuals of our community with an emphasis on quality, access and compassion. We are a Level IV Critical access Hospital with 24-hour emergency services. We also operate three rural healthcare clinics, an urgent care clinic and a virtual care clinic. To learn more about Summit Pacific Medical Center, visit www.sp-mc.org.