



The Nord Center

Comprehensive Behavioral Healthcare

For Immediate Release

Contact: Kelly LaRosa
Director of Institutional Advancement
(440) 204-4185
klarosa@nordcenter.org

The Nord Center Presents at National Conference

The National Council for Community Behavioral Healthcare held its 41st Mental Health and Addictions Conference last week in San Diego, California. Bill Bierie, President and CEO and Amy Denger, Associate Executive Director both of The Nord Center were invited speakers at the conference. Over 2,000 professionals from across the country attended the conference. The Nord Center's presentation was on their application of the Malcolm Baldrige National Program for Performance Excellence as a management best practice for community behavioral health organizations. The Baldrige Program uses the seven criteria of leadership, strategic planning, focus on patients, measurement, analysis and knowledge management, workforce focus, process management, and results in achieving organizational excellence. Administered through the National Institute for Standards and Technology, the Baldrige Program is promoted in Ohio through the Ohio Partnership for Excellence (OPE). In 2009, The Nord Center was recognized by the OPE with its Pioneer Award and The Nord Center most recently learned that OPE will recognize the Center's application of the Baldrige principles with its Bronze Award.

The Nord Center provides comprehensive, behavioral healthcare services that are culturally competent and evidence-based, and that promote recovery, dignity, and well being for our clients, their families, and the community we serve. The Nord Center is a 501(c) (3) non-

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profit community behavioral health organization that serves over 8,000 consumers per year.

Incorporated in 1947, The Nord Center is the principal provider of behavioral healthcare services in Lorain County. A leader in evidence-based practices, it is one of the largest behavioral healthcare providers in the State of Ohio.

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