



Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by trained experts, workshops on how to improve, and events that showcase best management practices.

Baldrige in Hawaii

- **2 Hawaii applicants for the Baldrige Award (2005–2017)**
- **2 Baldrige examiners from Hawaii volunteered over \$30,000 in services in 2017.**

Hawaii National Role Models

Castle Medical Center, health care, 2017

Success Story *Castle Medical Center*



Castle Medical Center (CMC) is a community hospital system that provides inpatient and outpatient care to people who primarily live on the windward side of the Hawaiian island of O’ahu. It is one of 20 hospitals within the nonprofit, faith-based Adventist Health system. Employing 1,046 people, CMC’s main hospital is in Kailua, with two professional centers and a rural health clinic also located on the windward side of the island. Services include 24-hour emergency care, inpatient acute care, the Vera Zilber Birth Center, a Joint Care Center, inpatient behavioral health services, multi-specialty surgical services, cardiovascular services, neurological services, the Hawaii Center for Metabolic and Bariatric Surgery, outpatient services, chemotherapy clinic, imaging services, and the Wellness and Lifestyle Medicine Center.

Highlights

- Rates from below 1% to zero for common hospital-acquired infections, as well as patient falls
- Top-quartile or higher levels on composite measures of patient safety, evidence-based care, and mortality related to its clinical care processes, with 12% improvement over 3 years
- For 3 years, in the top 3% nationally for inpatient care results reported to the Centers for Medicare and Medicaid Services for Value-Based Purchasing
- Top 10% for physician engagement nationally

Hawaii Award of Excellence

The Alliance for Performance Excellence (www.BaldrigeAlliance.org) is a nonprofit national network of Baldrige-based organizations with a mission to grow performance excellence in support of a thriving Baldrige community. Alliance members include Baldrige-based programs that use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or a specific industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

The Hawaii Award of Excellence (www.asghawaii.org) is an Alliance partner supporting organizations pursuing performance excellence through the Baldrige Excellence Framework.

Hawaii Award of Excellence Recipients

Castle Medical Center (Oihana Maika'i; Endeavors of Excellence)
HawaiiUSA Federal Credit Union (Noelo Po-okela; second level)

AHCA/NCAL National Quality Award Recipients in Hawaii

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Aloha Nursing Rehabilitation Centre (Bronze, 2016)
Hi'olani Care Center at Kahala Nui (Bronze, 2017)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,697 feedback reports detailing organizational strengths and opportunities for improvement.**
- **118 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2017 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.**
- **303 national Baldrige examiners volunteered roughly \$4.6 million in services in 2016.**
- **In 2017, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,262 organizations using 1,921 volunteer examiners.**
- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework for improvement.**

Sample Achievements by Baldrige Award Recipients

- **Estimated cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Castle Medical Center)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)