



## About the Baldrige Performance Excellence Program

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

## Baldrige in Florida

- **22 Florida applicants for the Baldrige Award (2005–2016)**
- **1 Florida award applicant in 2016 represents 362 jobs, 17 work locations, about \$26 million in revenues/budgets, and an estimated 39,000 customers served.**
- **18 Baldrige examiners from Florida volunteered over \$273,000 in services in 2016.**

## Florida National Role Models

Studer Group, small business, 2010 (Gulf Breeze)

City of Coral Springs, nonprofit, 2007 (Coral Springs)

Baptist Hospital, health care, 2003 (Pensacola)

Merrill Lynch Credit Corporation, service, 1997

(Jacksonville)

## Success Story



Chartered in 1963 and once known as the “City in the Country,” Coral Springs is located in Broward County in southern Florida. During the 1980s, the city was one of the fastest growing in the nation and now is home to about 132,000 people, making it the 13th-largest city in the state. With an annual budget of \$135 million, the city of Coral Springs has a council-manager form of government with the City Commission serving as the board of directors and the City Manager as chief executive officer, with input from citizens and businesses.

## Selected Results

- AAA credit rating for 7 years from all three of the nation’s largest bond rating agencies
- Government Financial Officers Association’s Distinguished Budget award for 16 years;
- Zero findings on external audits for 11 years
- Mid- to upper 90s for percentage of residents who are satisfied with city service
- 76% to 97% gain in business satisfaction from
- Over 10 years, decrease by nearly half in crime rate per 100,000 people
- Lowest crime rate in the state and 4th lowest in the nation for cities of its size

## Florida Sterling Council

The Alliance for Performance Excellence ([www.baldrigepe.org/alliance](http://www.baldrigepe.org/alliance)), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Florida Sterling Council ([www.floridasterling.com](http://www.floridasterling.com)), founded in 1992, advocates for and recognizes performance excellence for business, education, health care, manufacturing, and service organizations across Florida.

## 2013–2016 Florida Sterling Award Recipients

Big Bend Community Based Care, Inc. (2016)  
Community Health of South Florida, Inc. (2016)  
Environmental Protection Commission of Hillsborough  
County (2016)  
Cape Coral Hospital (2015)  
City of Tallahassee Underground Utilities (2015)  
Florida Department of Health in St. Johns County (2015)  
Hillsborough County Supervisor of Elections (2015)

Kids Central, Inc. (2015)  
Orange County Public Schools Human Resources Division  
(2015)  
Tax Collector for Polk County (2015)  
Orange County Public Schools Operations Division (2014)  
Walton County Tax Collector (2014)  
Pinellas County Tax Collector (2013)

### Success Story



Orange County Public Schools (OCPS) is the 10<sup>th</sup>-largest school district in the country, serving 187,193 students in 184 school buildings and 16 administrative and operational locations. The Operations Division (3,000 staff members in 7 departments) provides 27.5 million meals each year, manages buses that travel 17.5 million miles and 2,728 daily runs, carries out 14,312 construction inspections, and handles 1.6 million pieces of mail each year. The Operations Division is fiscally lean and efficient, representing 5% of OCPS's general fund budget.

### Selected Results

- Budget decrease from \$85 million for 2008-2009 to \$81 million for 2011-2012
- Consistent under-budget aggregate return of \$38 million, which afforded more dollars for the classroom
- 100% self-funded
- On-time arrival of buses better than 98% each year from 2010 to 2013; decrease in transportation cost per student from \$914 in 2010 to \$869 in 2013

## AHCA/NCAL National Quality Award Winners in Florida

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.

Highlands Lake Center (2015, Gold)  
Accentia Health & Rehabilitation Center of Tampa Bay  
(2016, Silver)  
The Court at Palm Aire (2016, Silver)  
Florida Presbyterian Homes (2016, Silver)  
Freedom Square Rehabilitation & Nursing Services (2016,  
Silver)  
Pines of Sarasota (2016, Silver)  
Rehabilitation & Healthcare Center of Cape Coral (2016,  
Silver)  
Shoal Creek Rehabilitation Center (2016, Silver)  
Silvercrest Health and Rehabilitation (2016, Silver)  
Signature Healthcare of North Florida (2016, Silver)  
Stratford Court of Palm Harbor (2016, Silver)  
Washington Rehabilitation & Nursing Center (2016, Silver)  
26 Bronze winners, 2016  
Arcadia Health & Rehabilitation Center (2015, Silver)  
Bayshore Pointe Nursing & Rehab Center (2015, Silver)  
Bayview Center (2015, Silver)  
Bradenton Health Care (2015, Silver)  
Chipola Health & Rehabilitation (2015, Silver)  
Consulate Health Care of Bayonet Point (2015, Silver)  
Consulate of Safety Harbor (2015, Silver)

CountrySide Lakes (2015, Silver)  
Evergreen Woods Health & Rehab (2015, Silver)  
The Fountains Nursing Home (2015, Silver)  
Greenbriar Rehabilitation & Nursing Center (2015, Silver)  
Heritage Park Health & Rehabilitation (2015, Silver)  
Lake Eustis Health & Rehabilitation (2015, Silver)  
Lake Placid Health & Rehabilitation (2015, Silver)  
Life Care Center of Ocala (2015, Silver)  
Life Care Center of Pensacola (2015, Silver)  
Margate Health & Rehabilitation (2015, Silver)  
Miami Shores Nursing & Rehabilitation (2015, Silver)  
Oakbridge Health Care Center (2015, Silver)  
Oakbrook Health & Rehabilitation Center (2015, Silver)  
Oaks of Kissimmee Health & Rehabilitation (2015, Silver)  
Plantation Bay Rehabilitation Center (2015, Silver)  
RiverChase Care Center (2015, Silver)  
Riverwood Center (2015, Silver)  
Rosewood Healthcare & Rehab Center (2015, Silver)  
Royal Palm Beach Health & Rehabilitation (2015, Silver)  
Salerno Bay Health & Rehab (2015, Silver)  
Specialty Health & Rehabilitation (2015, Silver)  
Valencia Hills Health & Rehabilitation Center (2015, Silver)  
51 Bronze winners, 2015