



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 Florida

- **22 Florida applicants for the Baldrige Award (2005–2017)**
- **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 \$240,000 in services in 2017.**

Florida National Role Models

Studer Group, small business, 2010
City of Coral Springs, nonprofit, 2007

Baptist Hospital, health care, 2003
Merrill Lynch Credit Corporation, service, 1997

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.

Highlights

- 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.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 Florida Sterling Council (www.floridasterling.com), founded in 1992, advocates for and recognizes performance excellence for business, education, health care, manufacturing, and service organizations across Florida.

2013–2017 Florida Sterling Award Recipients

Florida Department of Health in Bay County (2017)
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)

AHCA/NCAL National Quality Award Recipients 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.

Accentia Health & Rehabilitation Center of Tampa Bay (Silver, 2016)
Adventist Care Centers—Courtland (Silver, 2017)
Bayside Health & Rehabilitation (Silver, 2017)
Chautauqua Rehabilitation & Nursing Center (Silver, 2017)
Citrus Hills Health & Rehabilitation Center (Silver, 2017)
The Commons at Orlando Lutheran Towers (Silver, 2017)
The Court at Palm Aire (Silver, 2016)
East Orlando Health & Rehabilitation Center (Silver, 2017)
Florida Presbyterian Homes (Silver, 2016)
Forum at Deer Creek (Silver, 2017)
Freedom Square Rehabilitation & Nursing Services (Silver, 2016)
Genesis Orchard Ridge (Silver, 2017)
Grand Boulevard Health & Rehabilitation Center (Silver, 2017)
Hialeah Shores Nursing (Silver, 2017)
Hunter's Creek Nursing & Rehabilitation Center (Silver, 2017)
Island Lake Center (Silver, 2017)
Lake Mary Health & Rehabilitation Center (Silver, 2017)
Life Care Center of Melbourne (Silver, 2017)
Life Care Center of Ocala (Silver, 2015)
Life Care Center of Palm Bay (Silver, 2017)
Longwood Health Care Center (Silver, 2017)
New Horizon Rehabilitation Center (Silver, 2017)
North Rehabilitation Center (Silver, 2017)
Okeechobee Health Care Facility (Silver, 2017)
Orange City Nursing & Rehabilitation Center (Silver, 2017)
Palm Garden Clearwater (Silver, 2017)
Palm Garden Largo (Silver, 2017)
Palm Garden Ocala (Silver, 2017)
Palm Garden Pinellas (Silver, 2017)
Palm Garden Sun City (Silver, 2017)
Panama City Nursing Care (Silver, 2017)
Park Summit (Silver, 2017)
Pines of Sarasota (Silver, 2016)
Rehabilitation & Healthcare Center of Cape Coral (Silver, 2016)
The Rehabilitation Center of Winter Park (Silver, 2017)
Rohr Home (Silver, 2017)
Sabal Palms Health Care Center (Silver, 2017)
Shoal Creek Rehabilitation Center (Silver, 2016)
Signature Healthcare at the Courtyard (Silver, 2017)
Signature Healthcare of North Florida (Silver, 2016)
Silvercrest Health & Rehabilitation (Silver, 2016)
Specialty Health & Rehabilitation (Silver, 2015)
Stratford Court of Palm Harbor (Silver, 2016)
Sunset Lake Health & Rehabilitation (Silver, 2017)
Washington Rehabilitation & Nursing Center (Silver, 2016)
Wave Crest Health & Rehabilitation Center (Silver, 2017)
West Bay Rehabilitation & Nursing Ctr (Silver, 2017)
West Gables Health Care Center (Silver, 2017)
Westchester Gardens Rehabilitation & Care Center (Silver, 2017)
Whispering Oaks (Silver, 2017)
Wood Lake Nursing & Rehabilitation Center (Silver, 2017)
34 Bronze winners, 2017
26 Bronze winners, 2016