



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 Washington

- **6 Washington applicants for the Baldrige Award (2005–2016)**
- **2 Washington award applicants in 2011 represent 6,948 jobs, 92 work locations, \$1 billion in revenues/budgets, and 1.7 million customers served.**
- **12 Baldrige examiners from Washington volunteered over \$182,000 in services in 2016.**

Performance Excellence Northwest

The Alliance for Performance Excellence (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. Performance Excellence Northwest (www.wsqa.net/) is a nonprofit organization focused on providing products and services to develop business excellence capabilities within organizations, individuals, and communities located in the Pacific Northwest using the Baldrige Excellence Framework and leading continuous improvement tools. We partner with leaders to help them build relationships that bring information, resources, knowledge, and best practices to their organizations.

2011–2016 Performance Excellence Northwest Award Recipients in Washington

Del Norte Credit Union (Leadership Award)
MultiCare Health System (Leadership Award)
Yakima Valley Memorial Hospital (Achievement Award)
King County Department of Assessments (Commitment Award)
Whitewater Creek, Inc. (Commitment Award)

Success Story



PeaceHealth St. Joseph Hospital, located in Bellingham, has evidenced strong clinical care deployment through its vision of ensuring safe, evidence-based, compassionate care every time, every touch. Care teams of physicians, nurses, and others are formed at the onset to develop and manage an individualized care plan for their patients. To meet the needs of the community, PeaceHealth St. Joseph has created the Critical Junctures Institute in partnership with Western Washington University.

Selected Results

- High scores in independent studies of patient safety and patient experience
- Lowest readmission rates in the state for heart attack and pneumonia patients; fourth-lowest rate for heart failure patients

AHCA/NCAL National Quality Award Winners in Washington

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

Issaquah Nursing and Rehabilitation Center (2016, Silver)
Spiritwood at Pine Lake Assisted Living and Memory Care (2016, Silver)
Buena Vista Healthcare (2016, Bronze)
Fort Vancouver Post Acute (2016, Bronze)
Maple Creek of Lakewood (2016, Bronze)
Patriots Glen Assisted Living and Memory Care (2016, Bronze)
The Ponderosa Assisted Living Community (2016, Bronze)
Renton Nursing and Rehab (2016, Bronze)
Sound Vista Village (2016, Bronze)
Discovery Nursing and Rehab (2015, Silver)
High Point Village (2015, Silver)
Life Care Center of Kirkland (2015, Silver)
ManorCare Health Services Lynnwood (2015, Silver)
Park Ridge Care Center (2015, Silver)
Riverside East Retirement and Assisted Living (2015, Silver)
Alaska Gardens Health & Rehabilitation Center (2015, Bronze)
Americana Health & Rehab (2015, Bronze)
Bremerton Health and Rehabilitation Center (2015, Bronze)
Burien Nursing and Rehabilitation Center (2015, Bronze)
Canterbury House (2015, Bronze)
Cascade Park Care Center (2015, Bronze)
Channel Point Village (2015, Bronze)
Enumclaw Health and Rehabilitation Center (2015, Bronze)
Frontier Rehabilitation and Extended Care Center (2015, Bronze)
Grandview Village (2015, Bronze)
Harmony House Health Care Center (2015, Bronze)
Health and Rehabilitation of North Seattle (2015, Bronze)
Highland Health and Rehabilitation (2015, Bronze)
Island Health and Rehab (2015, Bronze)
Landmark Care & Rehabilitation (2015, Bronze)
North Cascades Health & Rehabilitation (2015, Bronze)
Pacific Specialty and Rehabilitation (2015, Bronze)
Park Royal Health & Rehabilitation Center (2015, Bronze)
Peoples Retirement Community (2015, Bronze)
Prestige Care & Rehabilitation (2015, Bronze)
Prestige Care and Rehabilitation Parkside (2015, Bronze)
Puyallup Nursing and Rehabilitation Center (2015, Bronze)

Riverside Health and Rehabilitation Center (2015, Bronze)
Rock Cove Assisted Living (2015, Bronze)
Seattle Medical Post Acute Care (2015, Bronze)
Shelton Health and Rehabilitation (2015, Bronze)
Sunshine Gardens (2015, Bronze)
Talbot Center for Rehabilitation and Healthcare (2015, Bronze)
Whitman Health and Rehabilitation Center (2015, Bronze)
Royal Park Care Center (2014, Silver)
Sequim Health and Rehabilitation (2014, Silver)
Columbia Crest Center (2014, Bronze)
Country Meadow Village (2014, Bronze)
El Dorado West (2014, Bronze)
Emeritus at Lynnwood (2014, Bronze)
Everett Care and Rehabilitation Center (2014, Bronze)
Expressions at Enumclaw (2014, Bronze)
Forest Ridge Health and Rehabilitation (2014, Bronze)
Harbor Place at Cottesmore (2014, Bronze)
Harbor Tower Village (2014, Bronze)
High Point Village (2014, Bronze)
Lake Ridge Alzheimer's Care Center (2014, Bronze)
Merry Haven Care Center, LLC (2014, Bronze)
Mill Ridge Village Retirement and Assisted Living (2014, Bronze)
Monroe House Senior Living Community (2014, Bronze)
Nikkei Manor (2014, Bronze)
North Auburn Rehabilitation and Health Center (2014, Bronze)
Olympic Alzheimer's Residence (2014, Bronze)
Park View Villas (2014, Bronze)
Prestige Assisted Living at Hazel Dell (2014, Bronze)
Prestige Care & Rehabilitation—Burlington (2014, Bronze)
Prestige Care & Rehabilitation—Grandview (2014, Bronze)
Prestige Care & Rehabilitation—Pinewood Terrace (2014, Bronze)
Riverside East Retirement and Assisted Living (2014, Bronze)
RiverWest Retirement (2014, Bronze)
Selah Care & Rehabilitation (2014, Bronze)
Sharon Care Center (2014, Bronze)
Spiritwood at Pine Lake (2014, Bronze)
Sunshine Terrace/House (2014, Bronze)
5 Bronze winners, 2013