



### **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 Massachusetts**

- **9 Massachusetts applicants for the Baldrige Award (2005–2016)**
- **1 Massachusetts award applicant in 2016 represents 12,530 jobs, 52 work locations, \$2.52 billion in revenues/budgets, and over 248,000 customers served.**
- **7 Baldrige examiners from Massachusetts volunteered \$106,000 in services in 2016.**

### **Massachusetts National Role Model**

AT&T Network Systems Group, Transmission Systems Business Unit (now part of Alcatel-Lucent), manufacturing, 1992  
(North Andover)

### **Partners in Performance Excellence**

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. At its core, the nonprofit Partners in Performance Excellence (PiPEX; [www.partnerspex.org/](http://www.partnerspex.org/)) is an economic development organization. We educate, train, assess, provide feedback, and recognize organizations committed to a journey of excellence. PiPEX serves Massachusetts, Connecticut, New York, and Rhode Island.

### **2012–2016 Massachusetts Partners in Performance Excellence Award Winners**

- VA Boston Healthcare System (Platinum)
- VA New England Healthcare System (Platinum)
- Action Ambulance Service, Wilmington (Silver)
- Raytheon Integrated Defense Systems, Material Verification & Test Department (Process Excellence)

## Success Story



VA Boston Healthcare System of Massachusetts was formed through the integration of several facilities in eastern Massachusetts in 2000 to improve quality of care and reduce the cost of healthcare for Veterans in the Boston area. VA Boston is a tertiary care facility for the VA New England Healthcare System, consisting of three major campuses as well as five outpatient clinics. With over 4,050 members in its workforce and 2,000 volunteers, VA Boston provides primary, tertiary, secondary, extended care services, and telemedicine to 63,410 individual veterans and has a medical care budget of \$766 million.

### *Selected Results*

- Better than or equal to the Healthcare Effectiveness Data and Information Set top decile levels in pneumococcal immunization, ages 65+, for 5 years, as well as outpatient screening for colorectal cancer for 3 years and outpatient screening for breast cancer for 5 years
- For 3 years, better than the Hospital Consumer Assessment of Healthcare Providers and Systems top decile in outpatient communication: provider shows respect
- Better than Health Care Cost Institute in average pharmacy cost per patient for 6 years

## AHCA/NCAL National Quality Award Winners in Massachusetts

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.

East Longmeadow Skilled Nursing Center (2016, Silver)  
Kindred Transitional Care and Rehabilitation—Eagle Pond (2016, Silver)  
Neville Center at Fresh Pond (2016, Silver)  
Berkshire Place (2016, Bronze)  
Charlwell House (2016, Bronze)  
Chelsea Jewish Nursing Home (2016, Bronze)  
D'Youville Transitional Care Inc. (2016, Bronze)  
Jeffrey and Susan Brudnick Center for Living (2016, Bronze)  
Kathleen Daniel Healthcare (2016, Bronze)  
Kimwell Healthcare (2016, Bronze)  
New Bedford Jewish Convalescent Home (2016, Bronze)  
New England Health Center (2016, Bronze)  
Oakdale Rehabilitation & Skilled Nursing Center (2016, Bronze)  
Saint Francis Rehabilitation and Nursing Center (2016, Bronze)  
The TCU at Signature Healthcare Brockton Hospital (2016, Bronze)  
Twin Oaks Center (2016, Bronze)  
Watertown Health Center (2016, Bronze)  
Wingate at Hampden Rehab and Skilled Nursing Residence (2016, Bronze)  
Wingate at Springfield (2016, Bronze)  
Kindred Nursing and Rehab—Braintree (2015, Silver)

Kindred Nursing and Rehabilitation Laurel Lake (2015, Silver)  
Williamstown Commons Nursing & Rehabilitation Center (2015, Silver)  
Wingate at East Longmeadow (2015, Silver)  
Cardigan Nursing & Rehabilitation Center (2015, Bronze)  
Holden Rehabilitation and Nursing Center (2015, Bronze)  
Wingate at South Hadley Rehabilitative and Skilled Nursing Residence (2015, Bronze)  
Wingate at Wilbraham (2015, Bronze)  
Wingate at Silver Lake (2015, Bronze)  
D'Youville Senior Care, Inc. (2014, Bronze)  
Essex Park Rehabilitation and Skilled Nursing Center (2014, Bronze)  
Royal Nursing and Rehabilitation Center (2014, Bronze)  
Wingate at East Longmeadow (2014, Bronze)  
Kimball Farms Nursing Care Center (2013, Gold)  
Linda Manor Extended Care Facility (2013, Gold)  
Courtyard Nursing Care Center (2013, Silver)  
Kindred Nursing & Rehabilitation—Country Gardens (2013, Silver)  
Mt. Greylock Extended Care Facility (2013, Silver)  
North Adams Commons Nursing and Rehabilitation Center (2013, Silver)  
Notre Dame Long Term Care Center (2013, Silver)  
16 Bronze winners, 2013