



## 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 Connecticut

- **1 Connecticut Baldrige Award applicant in 2012 represents 1,337 jobs, over \$432 million revenues/budget, and an estimated 10,250 customers served.**
- **3 Baldrige examiners from Connecticut volunteered over \$45,000 in services in 2015.**

## 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 Connecticut, Massachusetts, New York, and Rhode Island.

## 2010–2016 Partners in Performance Excellence Award Winners in Connecticut

American Eagle Federal Credit Union  
MidState Medical Center

## AHCA/NCAL National Quality Award Winners in Connecticut

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.

Hughes Health and Rehabilitation (2016, Gold)  
Touchpoints at Manchester (2016, Silver)  
Arbors of Hop Brook (2016, Bronze)  
Brighton Gardens of Stamford (2016, Bronze)  
Lutheran Home of Southbury (2016, Bronze)  
Andrew House Healthcare (2015, Silver)  
Avon Health Center (2015, Silver)  
Chelsea Place Care Center, LLC (2015, Silver)  
Apple Rehab Watertown (Bronze, 2015)  
Colonial Health & Rehab Center of Plainfield (Bronze, 2015)

Marlborough Health & Rehabilitation Center  
(Bronze, 2015)  
Mystic Healthcare & Rehabilitation (Bronze, 2015)  
Glen Hill Center—Genesis Healthcare (2014, Gold)  
West Hartford Health & Rehabilitation Center (2014, Silver)  
4 Bronze winners, 2014  
Groton Regency Center (2013, Silver)  
Village Green of Wallingford (2013, Silver)  
2 Bronze winners, 2013

## Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,673 feedback reports detailing organizational strengths and opportunities for improvement.
- 106 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2016 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.
- 366 national Baldrige examiners volunteered roughly \$5.6 million in services in 2016.
- In 2015, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 1,262 volunteer examiners.
- Organizations from all sectors and of all sizes use the Baldrige Excellence Framework for improvement.

## Sample Achievements by Baldrige Award Winners

- 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)
- In **customer satisfaction, outperformed its closest competitor** in 20 of 20 performance attributes (MESA)
- Consistent **Healthgrades scores in the top 10% nationally** for patient safety, general surgery, gastrointestinal care, and joint replacement (Hill Country Memorial)
- Voted **“Best Financial Institution”** by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than any of its competitors (Elevations Credit Union)
- Despite rigorous public school graduation requirements, a **97.4% graduation rate** in 2012-2013 (Pewaukee School District)
- **Revenue growth** from about \$120 million in 1997 to about \$625 million in 2009 (MEDRAD)
- For four years, composite performance **at or better than the top 10% of health care systems nationally** for each disease group in the core measures reported by the Centers for Medicare and Medicaid Services (St. David’s HealthCare)
- 90% or higher **customer satisfaction** levels (Premier Inc.)
- **Profitability during 4 years of economic downturn** while the rest of the industry saw minimal growth and modest profit (Freese and Nichols)
- Improvement in **academic composite ranking from 55th to 9th** in North Carolina (Iredell-Statesville Schools)
- Better resident **ratings of overall quality of service** than the state, county, and U.S. governments (City of Irving, Texas)
- **Patient satisfaction at or above the national 90th percentile** for the 4 years leading to its Baldrige Award (North Mississippi Health Services)