



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 Hawaii

- **1 Hawaii applicant for the Baldrige Award (2005–2016)**
- **1 Baldrige examiner from Hawaii volunteered over \$15,000 in services in 2016.**

Hawaii Award of Excellence

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. The mission of the Hawaii Award of Excellence (www.asqhawaii.org) is to continually raise the level of excellence in all Hawaii's organizations while perpetuating that which is unique to the islands and her people.

2014 Hawaii Oihana Maika'i (Endeavors of Excellence) Winner

Castle Medical Center

Success Story

Castle Medical Center



Castle Medical Center was founded more than 50 years ago in Hawaii through the combined efforts of local Windward Oahu residents, concerned physicians, benefactors, and the Seventh-Day Adventist Church. Today Castle is known for its deep commitment to the community, patient care delivered with care and compassion that is deeply rooted in its spiritual heritage and its constant quest for clinical quality and performance excellence.

Selected Results

- Top-decile performance in Center of Medicare and Medicaid Services core measures over 6 years
- Top-decile performance in many dimensions of inpatient satisfaction

AHCA/NCAL National Quality Award Winners in Hawai'i

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.

Aloha Nursing Rehab Centre (2016, Bronze)

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.**

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)