



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 Massachusetts

- **9 Massachusetts applicants for the Baldrige Award (2005–2017)**
- **2 Massachusetts award applicants in 2016–2017 represent 12,530 jobs, 52 work locations, \$2.52 billion in revenues/budgets, and over 248,000 customers served.**
- **1 Baldrige examiner from Massachusetts volunteered over \$15,000 in services in 2017.**

Massachusetts National Role Model

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

Partners in Performance Excellence

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.

At its core, the nonprofit Partners in Performance Excellence (PiPEX; 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.

2012–2017 Massachusetts Partners in Performance Excellence Award Recipients

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.

Highlights

- Better than or equal to the HEDIS top-decile in pneumococcal immunization, ages 65+, for 5 years; 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

AHCA/NCAL National Quality Award Recipients 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.

Aviv Skilled Nursing & Rehabilitation (Silver, 2017)
Bay Path at Duxbury Rehabilitation & Nursing Center (Bronze, 2017)
Beaumont Rehabilitation & SNC at Natick (Bronze, 2017)
Beaumont Rehabilitation & SNC at Worcester (Bronze, 2017)
Berkshire Place (Bronze, 2016)
Bourne Manor Extended Care Facility (Silver, 2017)
Brighton House Nursing & Rehabilitation Center (Bronze, 2017)
Buckley Healthcare Center (Silver, 2017)
Cardigan Nursing & Rehabilitation Center (Bronze, 2015)
Charlwell House (Bronze, 2016)
Chelsea Jewish Nursing Home (Silver, 2017; Bronze, 2016)
Colonial Rehabilitation & Nursing Center (Bronze, 2017)
Courtyard Nursing Care Center (Silver, 2013)
D'Youville Transitional Care Inc. (Bronze, 2016)
East Longmeadow Skilled Nursing Center (Silver, 2016)
Elizabeth Seton Residence (Bronze, 2017)
Harbor House Rehabilitation & Nursing Center (Bronze, 2017)
HillCrest Commons (Silver, 2017)
Holden Rehabilitation & Nursing Center (Silver, 2017; Bronze, 2015)
Jeffrey & Susan Brudnick Center for Living (Bronze, 2016)
John Scott House Rehabilitation & Nursing Center (Bronze, 2017)
Kathleen Daniel Healthcare (Bronze, 2016)
Kimwell Healthcare (Bronze, 2016)
Kindred Nursing & Rehabilitation—Braintree (Silver, 2015)
Kindred Nursing & Rehabilitation Laurel Lake (Silver, 2015)
Kindred Transitional Care & Rehabilitation—Eagle Pond (Silver, 2016)
Leonard Florence Center (Bronze, 2017)
Life Care Center of South Shore (Bronze, 2017)
Merrimack Valley Health Center (Bronze, 2017)
Neville Center at Fresh Pond (Silver, 2016)
New Bedford Jewish Convalescent Home (Bronze, 2016)
New England Health Center (Bronze, 2016)
Oakdale Rehabilitation & Skilled Nursing Center (Bronze, 2016)
The Pavilion Rehabilitation & Nursing Center (Bronze, 2017)
Saint Francis Rehabilitation & Nursing Center (Bronze, 2016)
Sarah S. Brayton Nursing Care Center (Silver, 2017)
Stone Rehabilitation & Senior Living (Bronze, 2017)
Sunny Acres Nursing & Rehabilitation Center (Silver, 2017)
The TCU at Signature Healthcare Brockton Hospital (Bronze, 2016)
Twin Oaks Center (Bronze, 2016)
Watertown Health Center (Bronze, 2016)
Whitney Place ALR at Westborough (Bronze, 2017)
Williamstown Commons Nursing & Rehabilitation Center (Silver, 2015)
Wingate at Hampden Rehabilitation & Skilled Nursing Residence (Bronze, 2016)
Wingate at Norton (Silver, 2017)
Wingate at Silver Lake (Bronze, 2015)
Wingate at South Hadley Rehabilitative & Skilled Nursing Residence (Bronze, 2015)
Wingate at Springfield (Bronze, 2016)
Wingate at Wilbraham (Bronze, 2015)
Worcester Health Center (Bronze, 2017)