



### 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 Vermont

- **6 Vermont applicants for the Baldrige Award (2005–2016)**
- **1 Vermont award applicant in 2010 represents 1,400 jobs, 9 work locations, \$250 million in revenues/budget, and more than 100,000 customers served.**
- **1 Baldrige examiner from Vermont volunteered over \$15,000 in services in 2016.**

## Northern New England Alliance for 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 Criteria for Performance Excellence and other resources but operate without financial support from the Baldrige Program. Vermont is served by the Northern New England Alliance for Excellence ([www.nneae.com](http://www.nneae.com)), a nonprofit organization founded in 2012. Its mission is to promote and recognize the achievement of performance excellence throughout the Northern New England Alliance. Products and services provide guidance and/or feedback that support organizations in achieving excellence. The focus is on helping organizations target the most effective approach, providing guidance in implementing that approach, and providing tools and methodologies to assess the results and guide next steps.

## Vermont Governor’s Award for Performance Excellence Recipients

BlueCross BlueShield of Vermont, 2007

Rutland Regional Medical Center, 2009

White River Junction VA Medical Center, 2003

### Success Story



Vermont’s second-largest hospital offers patients and visitors advanced medical services in a friendly, comfortable environment. Rutland Regional Medical Center strives to be the best community hospital and health system in New England, a vision sought for the health of our community. Founded in 1896, Rutland Regional has grown from a 10-bed hospital on Nichols Street with eight attending physicians into Vermont’s second largest health care facility. Rutland Regional has 188 licensed beds and more than 120 physicians trained in 35 specialty areas. It is fully accredited by the Joint Commission and licensed by the State of Vermont. It is a member of the Vermont Association of Hospitals and Health Systems, the American Hospital Association, and the Voluntary Hospitals of America—New England.

## AHCA/NCAL National Quality Award Winners in Vermont

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.

Franklin County Rehabilitation Center, LLC (2016, Bronze)  
Cedar Hill Health Care (2014, Bronze)  
The Manor Inc. (2013, Silver)

Starr Farm Nursing Center (2013, Silver)  
Allenwood, A Pillsbury Senior Community (2013, Bronze)  
The Village at Cedar Hill (2013, 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.**
- **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)