



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 Hawaii

- **2 Hawaii applicants for the Baldrige Award (2005–2020)**
- **1 Hawaii applicant in 2016 represents 1,002 jobs, 2 work locations, about \$478 million in revenues/budgets, and an estimated 104,000 customers served.**
- **4 Baldrige examiners from Hawaii volunteered about \$90,000 in services in 2020.**

Hawaii National Role Models

Castle Medical Center, health care, 2017

Success Story

Castle Medical Center



Castle Medical Center is a community hospital system that provides inpatient and outpatient care to people who primarily live on the windward side of the Hawaiian island of O’ahu. It is one of 20 hospitals within the nonprofit, faith-based Adventist Health system. Employing 1,046 people, its main hospital is in Kailua, with two professional centers and a rural health clinic. Services include 24-hour emergency care, inpatient acute care, the Vera Zilber Birth Center, a Joint Care Center, inpatient behavioral health services, multi-specialty surgical services, cardiovascular services, neurological services, the Hawaii Center for Metabolic and Bariatric Surgery, outpatient services, chemotherapy clinic, imaging services, and the Wellness and Lifestyle Medicine Center.

Highlights

- Rates from below 1% to zero for common hospital-acquired infections, as well as patient falls
- Top-quartile or higher levels on composite measures of patient safety, evidence-based care, and mortality related to its clinical care processes, with 12% improvement over 3 years
- For 3 years, in the top 3% nationally for inpatient care results reported to the Centers for Medicare and Medicaid Services for Value-Based Purchasing
- Top 10% for physician engagement nationally

Hawaii Award of 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.

The mission of the [Hawaii Award of Excellence](#) is to continually raise the level of excellence in all Hawaii organizations while perpetuating that which is unique to the islands and her people. For all Hawaii's organizations, including business, health care, education, government, military and not-for-profit, we strive to raise economic vitality and/or profitability of Hawaii's organizations, enhance the quality of life in our communities, assure the state of Hawaii's economic success, and share successful performance strategies and the benefits derived from using these strategies.

2017–2020 Hawaii Award of Excellence Recipients

Castle Medical Center (Oihana Maika'I; top award)

HawaiiUSA Federal Credit Union (Noelo Po-okela; second level)

AHCA/NCAL National Quality Award Recipients in Hawaii

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.

15 Craigside (Bronze, 2020)

Aloha Nursing and Rehab. Centre (Silver, 2018)

Ann Pearl Rehab. and Healthcare (Bronze, 2019)

Arcadia Retirement Residence (Bronze, 2020)

Avalon Care Center (Bronze, 2019)

Clarence TC Ching Villas at St. Francis (Bronze, 2020)

Garden Isle Rehab. and Healthcare (Bronze, 2018)

Hale Ho'ola Hamakua (Bronze, 2020)

Hale Kupuna Heritage Home (Bronze, 2019)

Hale Nani Rehab. and Nursing Center (Bronze, 2020)

Hi'olani Assisted Living at Kahala Nui (Silver, 2018)

Maluhia (Bronze, 2020)

Maunalani Nursing and Rehab. Center (Bronze, 2018)

One Kalakaua Senior Living (Bronze, 2019)

Palolo Chinese Home (Bronze, 2018)

The Plaza at Mililani (Bronze, 2020)

The Plaza at Moanalua (Bronze, 2020)

The Plaza at Pearl City (Bronze, 2020)

The Plaza at Punchbowl (Bronze, 2020)

The Plaza at Waikiki (Bronze, 2020)

Pu'uwai 'O Makaha (Bronze, 2019)

Samuel Mahelona Memorial Hospital (Bronze, 2020)