



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 Florida

- **22 Florida applicants for the Baldrige Award (2005–2018)**
- **1 Florida award applicant in 2016 represents 362 jobs, 17 work locations, about \$26 million in revenues/budgets, and an estimated 39,000 customers served.**
- **15 Baldrige examiners from Florida volunteered over \$337,000 in services in 2018.**

## Florida National Role Models

Studer Group, small business, 2010  
City of Coral Springs, nonprofit, 2007

Baptist Hospital, health care, 2003  
Merrill Lynch Credit Corporation, service, 1997

## Success Story



Chartered in 1963 and once known as the “City in the Country,” Coral Springs is located in Broward County in southern Florida. During the 1980s, the city was one of the fastest growing in the nation and now is home to about 132,000 people, making it the 13th-largest city in the state. With an annual budget of \$135 million, the city of Coral Springs has a council-manager form of government with the City Commission serving as the board of directors and the City Manager as chief executive officer, with input from citizens and businesses.

## Highlights

- AAA credit rating for 7 years from all three of the nation’s largest bond rating agencies
- Government Financial Officers Association’s Distinguished Budget award for 16 years;
- Zero findings on external audits for 11 years
- Mid- to upper 90s for percentage of residents who are satisfied with city service
- 76% to 97% gain in business satisfaction from
- Over 10 years, decrease by nearly half in crime rate per 100,000 people
- Lowest crime rate in the state and 4th lowest in the nation for cities of its size

## Florida Sterling Council

The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://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 Florida Sterling Council ([www.floridasterling.com](http://www.floridasterling.com)), founded in 1992, advocates for and recognizes performance excellence for business, education, health care, manufacturing, and service organizations across Florida.

## 2013–2018 Florida Sterling Award Recipients

Florida Department of Health in Broward County (2018)  
Florida Department of Health in Bay County (2017)  
Big Bend Community Based Care, Inc. (2016)  
Community Health of South Florida, Inc. (2016)  
Environmental Protection Commission of Hillsborough  
County (2016)  
Cape Coral Hospital (2015)  
City of Tallahassee Underground Utilities and Public  
Infrastructure (2018)

Florida Department of Health in St. Johns County (2015)  
Hillsborough County Supervisor of Elections (2015)  
Kids Central, Inc. (2015)  
Orange County Public Schools Human Resources Division  
(2015)  
Tax Collector for Polk County (2015)  
Orange County Public Schools Operations Division (2014)  
Walton County Tax Collector (2014)  
Pinellas County Tax Collector (2013)

## AHCA/NCAL National Quality Award Recipients in Florida

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.

Apollo Health & Rehab. (Silver, 2018)  
Bartram Lakes Assisted Living (Silver, 2018)  
Adventist Care Centers—Courtland (Silver, 2017)  
Bayside Health & Rehab. (Silver, 2017)  
Brooks Bartram Crossing (Silver, 2018)  
Calusa Harbour Health Center (Silver, 2018)  
Century Care Center (Silver, 2018)  
Chautauqua Rehab. & Nursing Center (Silver, 2017)  
Citrus Hills Health & Rehab. Center (Silver, 2017)  
The Commons at Orlando Lutheran Towers (Silver, 2017)  
Community Care Center (Silver, 2018)  
Concordia Manor Inc. (Silver, 2018)  
Court at Palm Aire (Silver, 2018)  
Deerfield Beach Nursing & Rehab. Center (Silver, 2018)  
East Orlando Health & Rehab. Center (Silver, 2017)  
Fort Lauderdale Health & Rehab. (Silver, 2018)  
Forum at Deer Creek (Silver, 2017)  
Genesis Orchard Ridge (Silver, 2017)  
Grand Boulevard Health & Rehab. Center (Silver, 2017)  
Hialeah Shores Nursing (Silver, 2017)  
Hunter's Creek Nursing & Rehab. Center (Silver, 2017)  
Island Lake Center (Silver, 2017)  
Lake Mary Health & Rehab. Center (Silver, 2017)  
Life Care Center of Melbourne (Silver, 2017)  
Life Care Center of Ocala (Silver, 2015)  
Life Care Center of Palm Bay (Silver, 2017)  
Longwood Health Care Center (Silver, 2017)  
New Horizon Rehab. Center (Silver, 2017)  
North Rehab. Center (Silver, 2017)  
Okeechobee Health Care Facility (Silver, 2017)  
Orange City Nursing & Rehab. Center (Silver, 2017)  
Palm Garden Clearwater (Silver, 2017)  
Palm Garden Jacksonville (Silver, 2018)

Palm Garden Largo (Silver, 2017)  
Palm Garden Ocala (Silver, 2017)  
Palm Garden Orlando (Silver, 2018)  
Palm Garden Pinellas (Silver, 2017)  
Palm Garden of Port St. Lucie (Silver, 2018)  
Palm Garden Sun City (Silver, 2017)  
The Palms Rehab. & Nursing Center (Silver, 2018)  
Panama City Nursing Care (Silver, 2017)  
Park Ridge Nursing Center (Silver, 2018)  
Park Summit (Silver, 2017)  
The Rehab. Center of Winter Park (Silver, 2017)  
Rohr Home (Silver, 2017)  
Sabal Palms Health Care Center (Silver, 2017)  
Sandy Ridge Care Center (Silver, 2018)  
Seven Hills Health & Rehab. Center (Silver, 2018)  
Signature Healthcare at the Courtyard (Silver, 2017)  
Southern Oaks (Silver, 2018)  
The Springs at Boca Ciega Bay (Silver, 2018)  
Sunset Lake Health & Rehab. (Silver, 2017)  
Surrey Place Healthcare & Rehab. (Silver, 2018)  
Suwannee Healthcare Center (Silver, 2018)  
Terraces of Lake Worth (Silver, 2018)  
The Villages Rehab. & Nursing (Silver, 2018)  
Wave Crest Health & Rehab. Center (Silver, 2017)  
West Bay Rehab. & Nursing Ctr (Silver, 2017)  
West Gables Health Care Center (Silver, 2017)  
Westchester Gardens Rehab. & Care Center  
(Silver, 2017)  
Whispering Oaks (Silver, 2017)  
Wood Lake Nursing & Rehab. Center (Silver, 2017)  
Woodland Grove Health & Rehab. (Silver, 2018)  
39 Bronze winners, 2018  
34 Bronze winners, 2017