



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 Oregon

- **1 Oregon applicant for the Baldrige Award (2005–2017)**
- **1 Oregon award applicant in 2011 represents 3,293 jobs, 3 work locations, \$250 million in revenue/budget, and 550,000 customers served.**
- **3 Baldrige examiners from Oregon volunteered over \$45,000 in services in 2017.**

Performance Excellence Northwest

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.

Performance Excellence Northwest (www.wsqa.net) is a nonprofit organization focused on providing products and services to develop business excellence capabilities within organizations, individuals, and communities located in the Pacific Northwest using the Baldrige Excellence Framework and leading continuous improvement tools. We partner with leaders to help them build relationships that bring information, resources, knowledge, and best practices to their organizations.

Performance Excellence Northwest Award Recipients in Oregon

Acumed
AllCare Health

AHCA/NCAL National Quality Award Recipients in Oregon

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.

Avamere at Hillsboro (Silver, 2014)
Avamere at Sandy (Silver, 2014)
Avamere Rehabilitation of Coos Bay (Silver, 2014)
Cascade Terrace (Silver, 2014)
Coast Fork Nursing Center (Silver, 2017)
Creswell Health & Rehabilitation (Silver, 2017)
The Dalles Health & Rehabilitation Center (Bronze, 2015)

East Cascade Retirement Community (Bronze, 2015)
Elizabethan Manor (Bronze, 2015)
Gateway 2 Healthier Living (Bronze, 2017)
Gateway Care & Retirement Center (Bronze, 2016)
Independence Health & Rehabilitation (Bronze, 2015)
McKay Creek Estates (Bronze, 2017)
McKenzie Living (Bronze, 2017)

AHCA/NCAL National Quality Award Recipients in Oregon, continued

Meadow Park Health & Specialty Care Center
(Bronze, 2015)

Miramont Pointe RCF (Bronze, 2017)

Oregon City Health Care (Silver, 2015)

Oregon Veterans Home (2014, Gold)

Oregon Veterans Home—Lebanon (Bronze, 2017)

Portland Health & Rehabilitation Center (Bronze, 2016)

Prestige Care & Rehabilitation of Reedwood (Silver, 2015)

Prestige Care and Rehabilitation at Menlo Park
(Bronze, 2015)

Prestige Senior Living Arbor Place (Bronze, 2017)

Prestige Senior Living Beaverton Hills (Bronze, 2017)

Prestige Senior Living High Desert (Bronze, 2017)

Prestige Senior Living Orchard Heights (Bronze, 2017)

Prestige Senior Living Southern Hills (Bronze, 2016)

The Springs at Clackamas Woods AL (Bronze, 2017)

The Springs at Sherwood (Bronze, 2016)

The Springs at Tanasbourne (Bronze, 2017)

The Springs at Wilsonville (Bronze, 2017)

West Hills Health & Rehabilitation (Silver, 2015)

West Hills Village (Silver, 2017)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,697 feedback reports detailing organizational strengths and opportunities for improvement.**
- **118 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2017 applicants represent 589,635 U.S. jobs, 2,815 work sites, more than \$147 billion in revenues/budgets, and nearly 450 million customers served.**
- **303 national Baldrige examiners volunteered roughly \$4.6 million in services in 2016.**
- **In 2017, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,262 organizations using 1,921 volunteer examiners.**
- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework for improvement.**

Sample Achievements by Baldrige Award Recipients

- **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)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Castle Medical Center)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)