



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 Alabama

- **11 Alabama applicants for the Baldrige Award (2005–2018)**
- **1 Alabama award applicant in 2011 represents 895 jobs, 51 work locations, \$568 million in revenues/budgets, and an estimated 6,000 customers served.**
- **3 Baldrige examiners from Alabama volunteered \$67,500 in services in 2018.**

Alabama Performance Excellence Program

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 Alabama Performance Excellence Program (www.uab.edu/alabamaexcellence) supports Alabama organizations seeking to achieve unprecedented levels of quality and performance. A means of this support is an award program modeled after the Malcolm Baldrige National Quality Award. Using the Baldrige Excellence Framework Criteria, a team of volunteer examiners evaluates organizations and provides detailed feedback that can be used to improve processes and results. As organizations grow and improve, their communities benefit from increased revenue and job opportunities as well as improved health care, education, manufacturing, small businesses, non-profits, and government products and services.

2017–2018 Alabama Performance Excellence Recipients

Alabama Organ Center (Commitment to Performance Excellence)
Vanquish Worldwide (Silver Level Team Showcase)
Athens Limestone Hospital (Tier 1)
Capitol Hill Healthcare (Pathway to Performance Excellence)
Intuitive Research (Pathway to Performance Excellence)
McGuffey Healthcare (Pathway to Performance Excellence)
Selma City School System (Pathway to Performance Excellence)
Westside Terrace Healthcare (Pathway to Performance Excellence)
Wilkins Miller (Pathway to Performance Excellence)

AHCA/NCAL National Quality Award Recipients in Alabama

The AHCA/NCAL National Quality Award Program (www.ahcancal.org) 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.

Arbor Springs Health & Rehab. Center (Bronze, 2013)	Coosa Valley Medical Center Post-Acute Division (Bronze, 2016)
Bill Nichols State Veterans Home (Bronze, 2018)	Cottage of the Shoals, Genesis Healthcare (Silver, 2015)
Birmingham Nursing & Rehab. Center East (Bronze, 2017)	Crowne Health Care Montgomery (Bronze, 2018)
Birmingham Nursing & Rehab. Center, LLC (Silver, 2016)	Diversicare of Montgomery (Bronze, 2017)
Capitol Hill Healthcare Center (Bronze, 2018)	Diversicare—Park Place (Bronze, 2018)
Cedar Crest Health & Rehabilitation (Bronze, 2016)	Florence Nursing & Rehabilitation Center (Bronze, 2017)
Colonel Robert L. Howard State Veterans Home (Bronze, 2015)	Floyd E. "Tut" Fann State Veterans Home (Bronze, 2016)
Galleria Woods Healthcare Center (Bronze, 2014)	NHC HealthCare (Bronze, 2016)
Generations of Red Bay, LLC (Bronze, 2015)	NHC Healthcare of Moulton (Bronze, 2017)
Generations of Vernon, LLC (Bronze, 2015)	North Hill Nursing & Rehabilitation Center (Bronze, 2017)
Glenwood Center and Hilltop at Glenwood I & II (Bronze, 2015)	Piedmont Health Care Center (Bronze, 2018)
Golden Living-Lanett (2013, Bronze)	Roanoke Rehabilitation & Healthcare Center (Bronze, 2014)
Hanover Health & Rehabilitation (2013, Bronze)	Shelby Ridge (Bronze, 2018)
Marshall Manor Nursing Home (Bronze, 2017)	South Hampton Nursing (Bronze, 2017)
McGuffey Health & Rehab. Center (Bronze, 2018)	Talladega Healthcare (Bronze, 2015)
Mobile Nursing & Rehabilitation Center, LLC (Bronze, 2017)	Wesley Manor (Bronze, 2018)
Montgomery Children's Specialty Center (Bronze, 2017)	Westside Terrace (Bronze, 2018)
	William F. Green State Veterans Home (Bronze, 2015)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,724 feedback reports detailing organizational strengths and opportunities for improvement.**
- **115 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2018 applicants represent 641,693 U.S. jobs, 3,072 work sites, more than \$166 billion in revenues/budgets, and about 451 million customers served.**
- **352 national Baldrige examiners volunteered roughly \$7.9 million in services in 2018.**
- **In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.**