



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 Maryland

- **24 Maryland applicants for the Baldrige Award (2005–2018)**
- **3 Maryland award applicants in 2016–2018 represent 10,378 jobs, 13 work locations, more than \$1.1 billion in revenues/budgets, and over 284,000 customers served.**
- **17 Baldrige examiners from Maryland volunteered over \$382,000 in services in 2018.**

Maryland National Role Model

Montgomery County Public Schools, education, 2010

Success Story

Montgomery County
Public Schools 

Montgomery County Public Schools (MCPS) is the public school system (pre-kindergarten through 12th grade) for Montgomery County, Maryland. It is the 16th-largest school district in the United States, with 200 schools providing educational and support services for more than 144,000 students of wide-ranging ability and achievement levels. MCPS's enrollment reflects the cosmopolitan makeup of the national capital area, with students from 164 countries speaking 134 languages. With headquarters in Rockville, the system employs 22,229 staff members, including 11,673 teachers, and had a budget of \$2.1 billion for fiscal year 2011.

Highlights

- At the elementary level, increases of 10.2 percentage points for limited English proficient students, 8.3 percentage points for students receiving free and reduced-priced meals, 7.1 percentage points for African Americans, and 7.6 percentage points for Hispanics in reading performance used to determine Adequate Yearly Progress
- At the middle school level, increase of 8.4 percentage points in students earning a proficient or advanced score, with all subgroups demonstrating increases
- For 5 consecutive years, no elementary schools with the highest poverty levels on the Maryland State School Improvement list
- 64% of graduates taking at least one AP exam in 2009, compared with 27% nationally and 40% in Maryland
- For the class of 2010, average student total SAT score of 1653, better than the national average
- 79.7%–86.7% parent satisfaction over 6 years, compared to a national average of 54%
- Greater than 90% teacher satisfaction

Maryland Performance Excellence Foundation

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 vision of the Maryland Performance Excellence Foundation (MPEF; www.marylandexcellence.org) is that Maryland is the home to the nation's highest-performing organizations, elevating the quality of life for all who live and work there. To fulfill that vision, having already supported Maryland organizations to readiness to apply for the national Baldrige Award, MPEF provides outreach and training to organizations that are beginning a Baldrige journey.

2012–2017 Maryland Performance Excellence Award Recipients

MedStar St. Mary's Hospital (Platinum)
GMBC Healthcare, Inc. (Gold)
Adventist Health Care, Shady Grove Medical Center
(Silver)

Food and Drug Administration, Center for Devices and
Radiological Health, Office of Compliance (Bronze)
Meritus Health (Certificate of Recognition)
FDA Center for Devices and Radiological Health Services
(Discovery)

Success Story



MedStar St. Mary's
Hospital

MedStar St. Mary's Hospital (MSMH) is a community hospital that delivers state-of-the-art emergency, acute inpatient and outpatient care in Leonardtown, Maryland. With innovative technology and a dedication to excellence, its associates and medical staff members are committed to providing the highest-quality care to patients through the hospital and extensive outreach programs. Its guiding vision is to be the trusted leader in caring for people and advancing health.

Highlights

- Market leader in areas of patient satisfaction, the ability to serve its local community, market share, and financial performance; lowest operational costs in the region
- Hospital quality-based reimbursement scores consistently higher than other hospitals in the region
- Average length of stay consistently better than state average and area competitors

AHCA/NCAL National Quality Award Recipients in Maryland

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.

Arlington West Nursing Rehab. Center (Bronze, 2018)
Brighton Gardens of Columbia (Bronze, 2016)
Brighton Gardens of Friendship Heights (Bronze, 2016)
Brinton Woods Post-Acute Care Center (Silver, 2017)
Charlotte Hall Veterans Home (Silver, 2017)
Cherry Lane Nursing Center (Silver, 2017)
Forest Hill Health & Rehab. Center (Bronze, 2017)
HCR ManorCare—Largo (Bronze, 2017)
Hebrew Home/Charles E. Smith LC (Bronze, 2017)
Landow House/Charles E. Smith LC (Bronze, 2017)

Maplewood Park Place (Silver, 2017)
Signature Healthcare at Mallard Bay (Bronze, 2018)
Sunrise of Annapolis (Silver, 2018)
Sunrise of Columbia (Bronze, 2016)
Sunrise of Frederick (Bronze, 2016)
Sunrise at Montgomery Village (Bronze, 2016)
Sunrise of Pikesville (Bronze, 2016)
Sunrise of Rockville (Bronze, 2016)
Sunrise of Severna Park (Silver, 2017)
Sunrise of Silver Spring (Bronze, 2016)