



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 West Virginia

- **8 West Virginia applicants for the Baldrige Award (2005–2017)**
- **1 West Virginia applicant in 2015 represents 6,779 jobs, 6 work locations, more than \$750 million in revenues/budgets, and more than 323,000 customers served.**
- **4 Baldrige examiners from West Virginia volunteered over \$60,000 in services in 2016.**

## West Virginia National Role Model

Charleston Area Medical Center Health System, health care, 2015

### Success Story



The Charleston Area Medical Center Health System (CAMCHS) operates four hospitals within the Charleston Area Medical Center (CAMC). The system also includes the CAMC Foundation; the CAMC Health and Education Research Institute; document, cancer, weight loss, and physical therapy centers; and the physician clinics of Integrated Health Care Providers, Inc. CAMCHS operates with a revenue of \$956 million and a workforce of just under 7,000 employees (including nearly 800 physicians) and more than 300 volunteers.

### Highlights

- Top 5% among local and regional competitors for overall quality in inpatient performance in both 2014 and 2015
- Top 10% for patient safety in 2013 and 2014, according to the Agency for Healthcare Research and Quality's patient safety indicator composite
- Outperformed the top 25% of hospitals nationally in avoiding unnecessary readmissions
- Top 10% nationally for overall outpatient satisfaction in all areas
- Top 10% nationally on the Healthcare Performance Solutions patient focus index
- 5.2% average operating margin since 2011, despite an above-average need for uncompensated care in its service area

## The Partnership for Excellence

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 Partnership for Excellence (TPE; [www.thepartnershipforexcellence.org](http://www.thepartnershipforexcellence.org)) is Ohio, Indiana, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)(3) member organization, its mission is to cultivate organizational performance excellence and continuous improvement in Ohio, Indiana, and West Virginia. Its primary product is a Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement.

## 2014–2017 West Virginia Award for Excellence Recipients

WVU Medicine/Camden Clark Medical Center (2017, Silver)

Charleston Area Medical Center Health System, Inc. (2014, Governor's Award for Excellence)

Monongalia Health System (2017, Pioneer; 2016, Spirit)

## AHCA/NCAL National Quality Award Recipients in West Virginia

The [AHCA/NCAL National Quality Award Program](#) 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.

Ansted Center, Genesis HealthCare (Bronze, 2016)

Braxton Health Care Center (Bronze, 2017)

Bridgeport Health Care Center (Bronze, 2017)

Brightwood Center, Genesis HealthCare (Bronze, 2015)

Cabell Health Care Center (Bronze, 2015)

Cameron Nursing and Rehabilitation Center (Bronze, 2014)

CareHaven of Pleasants (Bronze, 2014)

Cedar Ridge Center (Bronze, 2017)

Clarksburg Nursing and Rehabilitation Center (2013, Silver)

Clay Health Care Center (Silver, 2015)

Dawnview Center, Genesis Healthcare (Bronze, 2016)

E. A. Hawse Nursing & Rehabilitation Center (Silver, 2015)

Fayette Nursing & Rehabilitation (Bronze, 2015)

Hampshire Center (Bronze, 2017)

Hilltop Center, Genesis HealthCare (Bronze, 2015)

Lincoln Nursing & Rehabilitation Center (Bronze, 2015)

Madison Rehabilitation & Nursing Center (Bronze, 2017)

McDowell Nursing & Rehabilitation Center (Bronze, 2015)

Meadow Garden (Bronze, 2017)

Mercer Nursing & Rehabilitation Center (Bronze, 2015)

Peterson Rehabilitation Hospital & Geriatric Center  
(Bronze, 2014)

Ravenswood Village (Bronze, 2015)

Springfield Center (Bronze, 2015)

Stone Pear Pavilion (Bronze, 2017)

Summers Nursing & Rehabilitation Center (Silver, 2014;  
2013, Bronze)

The Summit at Hidden Valley (Bronze, 2015)

Teays Valley Center (Silver, 2017; Bronze, 2015)

Valley Haven (Bronze, 2017)

Wayne Nursing & Rehabilitation Center (Silver, 2015)

Webster Nursing & Rehabilitation Center LLC (Bronze,  
2014)

Willows Center, Genesis Healthcare (Silver, 2015)

Wyoming Nursing & Rehabilitation Center (Silver, 2016;  
Bronze, 2014)