



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 Connecticut

- **1 Connecticut Baldrige Award applicant in 2012 represents 1,337 jobs, over \$432 million revenues/budget, and an estimated 10,250 customers served.**
- **1 Baldrige examiner from Connecticut volunteered over \$22,000 in services in 2019.**

Partners in Performance Excellence

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.

Partners in Performance Excellence (www.partnerspex.org/) exists to help organizations across New York, Massachusetts, Connecticut, and Rhode Island become more effective, competitive, and sustainable through the use of the proven Baldrige principles for performance excellence. By providing high-value and personalized assessments, training, benchmarking, networking, and recognition, we enhance the growth of jobs and economic prosperity in our region.

2020 Award Recipient in Connecticut

Bristol Health (awarded by ExcellenceNorth Alliance, www://excellencenorth.org/)

AHCA/NCAL National Quality Award Recipients in Connecticut

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.

60 West (Silver, 2020)
Apple Rehab Colchester (Bronze, 2020)
Apple Rehab Laurel Woods (Bronze, 2019)
Apple Rehab Watertown (Bronze, 2020)
Bride Brook Health and Rehab. Center (Bronze, 2020)
Brighton Gardens of Stamford (Bronze, 2020)
Chestelm Health and Rehab. Center (Silver, 2019)
Cook Willow Health & Rehab. Center Inc. (Bronze, 2020)

AHCA/NCAL National Quality Award Recipients in Connecticut, continued

Countryside Manor of Bristol (Bronze, 2020)
Edgehill Health Center (Bronze, 2018)
Geer Nursing and Rehab. Center (Bronze, 2019)
Geer Village Senior Community (Bronze, 2019)
Glen Hill Center (Gold, 2014)
Hughes Health and Rehab. Inc. (Gold, 2016)
Kimberly Hall North (Bronze, 2019)
Ludlowe Center for Health and Rehab. (Bronze, 2020)
Manchester Manor Health Care Center (Gold, 2010)
Northbridge Health Care Center (Silver, 2019)
Riverside Health and Rehab. Center (Bronze, 2020)
Silver Springs Care Center (Silver, 2018)
Sunrise of Stamford (Silver, 2020)
Touchpoints at Bloomfield (Bronze, 2019)
Touchpoints at Chestnut (Bronze, 2019)
Vernon Manor Health Care Center (Silver, 2010)
Village Crest Center for Health and Rehab. Center (Bronze, 2019)
West Hartford Health and Rehab. Center (Bronze, 2020)
Westside Care Center, LLC (Bronze, 2019)
Wilton Meadows Health Care Center (Bronze, 2019)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,767 feedback reports detailing organizational strengths and opportunities for improvement.**
- **124 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2020 applicants represent 676,535 U.S. jobs, 5,001 work sites, more than \$189 billion in revenues/budgets, and about 614 million customers served.**
- **253 national Baldrige examiners volunteered roughly \$5.7 million in services in 2020.**
- **In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.**