



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 Massachusetts

- **10 Massachusetts applicants for the Baldrige Award (2005–2018)**
- **2 Massachusetts award applicants in 2016–2018 represent 12,530 jobs, 52 work locations, \$2.52 billion in revenues/budgets, and over 248,000 customers served.**
- **1 Baldrige examiner from Massachusetts volunteered over \$22,000 in services in 2018.**

Massachusetts National Role Model

AT&T Network Systems Group, Transmission Systems Business Unit (now part of Alcatel-Lucent), manufacturing, 1992

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.

2012–2018 Massachusetts Partners in Performance Excellence Award Recipients

VA Boston Healthcare System (Platinum)

VA New England Healthcare System (Platinum)

Action Ambulance Service, Wilmington (Silver)

Raytheon Integrated Defense Systems, Material Verification & Test Department (Process Excellence)

Success Story



VA Boston Healthcare System was formed in 2000 through the integration of facilities in eastern Massachusetts to improve quality of care and reduce the cost of health care for Veterans. VA Boston is a tertiary care facility for the VA New England Healthcare System, consisting of three major campuses as well as five outpatient clinics. With over 4,050 members in its workforce and 2,000 volunteers, VA Boston provides primary, tertiary, secondary, extended care services, and telemedicine to 63,410 individual veterans and has a medical care budget of \$766 million.

Highlights

- Better than or equal to the HEDIS top-decile in pneumococcal immunization, ages 65+, for 5 years; outpatient screening for colorectal cancer for 3 years; and outpatient screening for breast cancer for 5 years
- For 3 years, better than the Hospital Consumer Assessment of Healthcare Providers and Systems top decile in outpatient communication: provider shows respect

AHCA/NCAL National Quality Award Recipients in Massachusetts

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.

Alliance Health at Abbott (Bronze, 2018)
Alliance Health at Baldwinville (Bronze, 2018)
Alliance Health at Braintree (Bronze, 2018)
Alliance Health at Devereux (Bronze, 2018)
Alliance Health at Marina Bay (Bronze, 2018)
Alliance Health at Rosewood (Bronze, 2018)
Alliance Health at West Acres (Bronze, 2018)
Aviv Skilled Nursing & Rehabilitation (Silver, 2017)
Bay Path at Duxbury Rehab. & Nursing Center (Bronze, 2017)
Beaumont Rehab. & SNC at Natick (Bronze, 2017)
Beaumont Rehab. & SNC at Northbridge (Bronze, 2018)
Beaumont Rehab. & SNC at Worcester (Bronze, 2017)
Benchmark Senior Living at the Commons (Bronze, 2018)
Berkshire Place (Bronze, 2016)
Bourne Manor Extended Care Facility (Silver, 2017)
Briarwood Rehab. & Nursing Center (Bronze, 2018)
Brighton House Nursing & Rehab. Center (Bronze, 2017)
Buckley Healthcare Center (Silver, 2017)
Cardigan Nursing & Rehab. Center (Bronze, 2015)
Charlwell House (Bronze, 2016)
Chelsea Jewish Nursing Home (Silver, 2017; Bronze, 2016)
Colonial Rehab. & Nursing Center (Bronze, 2017)
Courtyard Nursing Care Center (Bronze, 2018)
D'Youville Transitional Care Inc. (Bronze, 2016)
East Longmeadow Skilled Nursing Center (Silver, 2016)
Elizabeth Seton Residence (Bronze, 2017)
Harbor House Rehab. & Nursing Center (Bronze, 2017)
HillCrest Commons (Silver, 2017)
Holden Rehab. & Nursing Center (Silver, 2017)
Jeffrey & Susan Brudnick Center for Living (Bronze, 2016)
John Scott House Rehab. & Nursing Center (Bronze, 2017)
Kathleen Daniel Healthcare (Bronze, 2016)
Kimwell Healthcare (Bronze, 2016)
Kindred Nursing & Rehab.—Braintree (Silver, 2015)
Kindred Nursing & Rehab. Laurel Lake (Silver, 2015)
Kindred Transitional Care & Rehab.—Eagle Pond (Silver, 2016)
Leonard Florence Center (Bronze, 2017)
Life Care Center of South Shore (Bronze, 2017)
Merrimack Valley Health Center (Bronze, 2017)
Neville Center at Fresh Pond (Silver, 2016)
New Bedford Jewish Convalescent Home (Bronze, 2016)
New England Health Center (Bronze, 2016)
Oakdale Rehab. & Skilled Nursing Center (Silver, 2018)
The Pavilion Rehab. & Nursing Center (Bronze, 2017)
Saint Francis Rehab. & Nursing Center (Bronze, 2016)
Sarah S. Brayton Nursing Care Center (Silver, 2017)
St. Joseph Rehab. & Nursing Care Center (Bronze, 2018)
Stone Rehabilitation & Senior Living (Bronze, 2017)
Sunny Acres Nursing & Rehab. Center (Silver, 2017)
Sunrise Assisted Living of Braintree (Bronze, 2018)
Sunrise at Gardner Park Peabody (Bronze, 2018)
Sunrise of Cohasset (Bronze, 2018)
Sunrise of Weston (Bronze, 2018)
The TCU at Signature Healthcare Brockton Hospital (Bronze, 2016)
Twin Oaks Center (Bronze, 2016)
Watertown Health Center (Bronze, 2016)
Whitney Place AL @ Northbridge (Bronze, 2018)
Whitney Place ALR at Northborough (Bronze, 2018)
Williamstown Commons Nursing & Rehab. Center (Silver, 2015)
Willimansett Center West
Wingate at Belvidere (Bronze, 2018)
Wingate at Chestnut Hill (Bronze, 2018)
Wingate at Needham (Bronze, 2018)
Wingate at Reading (Bronze, 2018)
Wingate at Weston (Bronze, 2018)
Wingate at Worcester (Bronze, 2018)
Wingate Residences at Boylston Place (Bronze, 2018)
Wingate Residences at Melbourne (Bronze, 2018)
Wingate Residences at Needham (Bronze, 2018)
Wingate Residences of Norton (Bronze, 2018)
Wingate at Hampden Rehab. & Skilled Nursing Residence (Bronze, 2016)
Wingate at Norton (Silver, 2017)
Wingate at Silver Lake (Bronze, 2015)
Wingate at South Hadley Rehabilitative & Skilled Nursing Residence (Bronze, 2015)
Wingate at Springfield (Bronze, 2016)
Wingate at Wilbraham (Bronze, 2015)
Worcester Health Center (Bronze, 2017)