



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 Pennsylvania

- **30 Pennsylvania applicants for the Baldrige Award (2005–2020)**
- **3 Pennsylvania award applicants in 2010–2020 represent 23,823 jobs, 51 work locations, about \$4 billion in revenues/budgets, and an estimated 774,000 customers served.**
- **9 Baldrige examiners from Pennsylvania volunteered about \$202,500 in services in 2020.**

Pennsylvania National Role Models

Armstrong World Industries, Inc., Building Products Operations, manufacturing, 1995

Center for Organ Recovery and Education (CORE), nonprofit, 2019

MEDRAD, Inc., manufacturing, 2003 and 2010

Stoner, Inc., small business, 2003

Westinghouse Electric Corp. Commercial Nuclear Fuel Division, manufacturing, 1988

Success Story



Located in Pittsburgh, PA, CORE is a nonprofit organ procurement organization (OPO) with a federally designated service area encompassing a population of 5.5 million in western Pennsylvania, West Virginia, and one county in New York. One of 58 independent, nonprofit OPOs designated by the Centers for Medicare and Medicaid Services, CORE's mission is to save and heal lives through donation.

Highlights

- Performance among the top 10% of the nation's OPOs from 2014 through 2019
- Satisfaction levels above 90% for all four of CORE's key customer groups—donor families, transplant centers, corneal transplant surgeons, and tissue processors
- Cost savings of over \$300,000 in 2014, over \$600,000 in 2018, and over \$2.6 million in 2019 as the result of managing operational costs, efficiency, and effectiveness

Mid-Atlantic Alliance for 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.

The Mid-Atlantic Alliance for Performance Excellence (MAAPE; <http://midatlanticpe.org>) is a Baldrige-based awards program serves Pennsylvania, New Jersey, and Delaware. MAAPE is a 501c(3) nonprofit corporation that helps all types of organizations improve their performance and outcomes, including productivity, workforce engagement, competitiveness, and customer and stakeholder satisfaction.

2012–2020 Keystone Award for Performance Excellence Recipients

Excellence Award

Abington Jefferson Health
Center for Organ Recovery and Education
Main Line Health
Massaro Construction Group

Mastery Award

Indiana Regional Medical Center
Pine-Richland School District
Select Medical

Proficiency Award

Advent Design Corporation
Conemaugh Health System
Greencastle Antrim School District
Highmark Health IT
Penn Medicine Department of Radiation Oncology
Thomas Jefferson University Hospitals
VA Pittsburgh Healthcare System

Commitment Award

Active Strategy, Inc.
Aria Health
American Society for Quality
Big Brothers Big Sisters Southeastern PA
Dutchland, Inc.
Eden Autism
Higher Images, Inc.
Liberty Resources, Inc.
National Board of Osteopathic Medical Examiners
Southern Huntingdon County School District
St. Mary Rehabilitation Hospital
Susquehanna Township School District
The Washington Hospital

Featured Recipient



Abington Jefferson Health (AJH) encompasses Abington Hospital in Abington, Pennsylvania, and Abington–Lansdale Hospital in Hatfield Township, Pennsylvania, as well as a number of outpatient settings in Bucks, Montgomery, and Philadelphia counties. A \$1 billion organization, it is growing on average 1% annually in inpatient volume. AJH is committed to the pursuit of professional excellence and is dedicated to go beyond what is required and be recognized as centers of excellence.

AHCA/NCAL National Quality Award Recipients in Pennsylvania

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.

Abramson Center for Jewish Life (Bronze, 2020)
Abramson Center for Jewish Life (Silver, 2020)
Ambler Extended Care Center (Bronze, 2020)
Amity Serenity Pines (Bronze, 2020)
Berkshire Commons (Bronze, 2020)
Bradford Manor (Bronze, 2020)
The Brunswick at Attleboro (Silver, 2019)
Carbondale Nursing and Rehab. Center (Bronze, 2019)
Corry Manor (Bronze, 2020)
Edgehill Nursing and Rehab. Center (Bronze, 2019)
Edinboro Manor (Bronze, 2020)
Fairview Manor (Bronze, 2020)
Hanover Hall Nursing and Rehab. Center (Silver, 2020)
Hempfield Manor (Bronze, 2020)
Hickory House Nursing Home (Bronze, 2020)
Juniper Village at Brookline Rehab. (Bronze, 2020)
Juniper Village at Bucks County (Bronze, 2020)
Kearsley Rehab. and Nursing Center (Bronze, 2020)

Lehigh Center (Bronze, 2019)
Lehigh Commons (Bronze, 2019)
Locust Grove Retirement Village (Bronze, 2019)
Luther Ridge at Seiders Hill (Bronze, 2019)
Manorcare Health Services—Pittsburgh (Bronze, 2020)
Naamans Creek Country Manor (Silver, 2020)
Norriton Square Nursing and Rehab. (Bronze, 2019)
North Hills Health and Rehab. Center (Bronze, 2020)
Quality Life Services—Chicora (Bronze, 2020)
Quality Life Services—Grove City (Bronze, 2020)
Quality Life Services—Markleysburg (Bronze, 2020)
Quality Life Services—New Castle (Bronze, 2019)
Quality Life Services—Sarver (Silver, 2020)
Quality Life Services—Sugar Creek (Bronze, 2019)
Rolling Meadows (Bronze, 2020)
Towne Manor East (Bronze, 2019)