



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 2018.**

## Partners in Performance 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.

Partners in Performance Excellence ([www.partnerspex.org/](http://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.

## 2010–2018 Partners in Performance Excellence Award Recipients in Connecticut

American Eagle Federal Credit Union  
MidState Medical Center

## 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.

Amber Woods of Farmington (Bronze, 2017)  
Andrew House Healthcare (Silver, 2015)  
Apple Rehabilitation Watertown (Bronze, 2015)  
Arbors of Hop Brook (Bronze, 2016)  
Avon Health Center (Silver, 2015)  
Beechwood: Post-Acute, Transitional & Long-Term Care (Bronze, 2017)  
Brighton Gardens of Stamford (Bronze, 2016)  
Chelsea Place Care Center, LLC (Silver, 2015)  
Chestelm Health Care (Bronze, 2017)  
Colonial Health & Rehab. Center, Plainfield (Bronze, 2015)  
Edgehill Health Center (Bronze, 2018)

Hughes Health & Rehabilitation (2016, Gold)  
Lutheran Home of Southbury (Bronze, 2016)  
Marlborough Health & Rehabilitation Center (Bronze, 2015)  
Mystic Healthcare & Rehabilitation (Bronze, 2015)  
Newington Rapid Recovery Rehab. Center (Bronze, 2017)  
North Bridge Healthcare Center (Bronze, 2018)  
Secure Care Options (Bronze, 2018)  
Silver Springs Care Center (Silver, 2018)  
Sunrise of Stamford Mansion (Bronze, 2018)  
Touchpoints at Manchester (Silver, 2016)

## Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,724 feedback reports detailing organizational strengths and opportunities for improvement.
- 115 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2018 applicants represent 641,693 U.S. jobs, 3,072 work sites, more than \$166 billion in revenues/budgets, and about 451 million customers served.
- 352 national Baldrige examiners volunteered roughly \$7.9 million in services in 2018.
- In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.

## Sample Achievements by Baldrige Award Recipients

- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **Growth in revenue from \$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- **Below 1% to zero occurrences of common hospital-acquired infections**, as well as patient falls (Castle Medical Center)
- **Top 10% of cities nationally** for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a **97.4% graduation rate** (Pewaukee School District)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)
- **99.99% Average Service Availability Index** over 3 years, better than all utility, region, and class comparisons (Bristol Tennessee Essential Services)
- **Five-star (highest possible) quality rating** for 7 consecutive years (Kindred Nursing and Rehabilitation—Mountain Valley)
- Voted **“Best Financial Institution”** by readers of the *Boulder Daily Camera* for 15 of 16 years; more mortgage volume in its county than its competitors (Elevations Credit Union)
- **13% increase in dealership gross profit** over 4 years (Don Chalmers Ford)
- **Zero “never events”** (medical errors that should never occur) over 5 years (Memorial Hermann Sugar Land Hospital)
- **Above the 90th percentile in quality rankings** in the National Committee for Quality Assurance’s Healthcare Effectiveness Data and Information Set (HEDIS) (Southcentral Foundation)