



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 Georgia

- **11 Georgia applicants for the Baldrige Award (2005–2020)**
- **2 Georgia applicants in 2013–2020 represents 2,908 jobs, 3 work locations, around \$550 million in revenues/budgets, and an estimated 148,000 customers served.**
- **12 Baldrige examiners from Georgia volunteered about \$270,000 in services in 2020.**

Georgia National Role Model

The Ritz-Carlton Hotel Company (now part of Marriott International), service, 1992, 1999
Wellstar Paulding Hospital, health care, 2020

Success Story

 Wellstar Paulding Hospital is a community hospital providing inpatient and outpatient care and emergency services through an acute care hospital and two connected medical office buildings. With a net patient revenue of \$160 million and a workforce of 997 employees (742 clinical, 255 non-clinical/support), 400 physicians, and 105 volunteers, it is located in Hiram.

Highlights

- Top 10% for mortality index in the national IBM Watson Health Top 100 Hospitals® index
- Top 10% for pressure ulcer rate in the national health care analytics Midas DV database, with a rate of zero from 2018 to 2020
- Top 10% on several key measures of inpatient and outpatient engagement.
- 91% on the Great Place to Work Trust Index Survey from team members in FY2019
- Grade A rating since 2017 from Leapfrog, a national hospital-rating organization focused on safety

Governor's Sterling and Georgia Oglethorpe Award

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 Florida Sterling Council (www.floridasterling.com), founded in 1992, advocates for and recognizes performance excellence for business, education, health care, manufacturing, and service organizations across Florida and Georgia. It manages the Governor's Sterling and Georgia Oglethorpe Award.

Governor's Sterling and Georgia Oglethorpe Award Recipients

Wellstar Kennestone Hospital
Wellstar Paulding Hospital

AHCA/NCAL National Quality Award Recipients in Georgia

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.

Azalealand Nursing and Rehab. (Silver, 2019)	The Oaks—Peake (Assisted Living) (Bronze, 2020)
Berman Commons (Silver, 2020)	Oxley Park Health and Rehab. (Silver, 2019)
Brightmoor Nursing Center (Bronze, 2020)	Parkwood Developmental Center (Bronze, 2020)
Calhoun Nursing Home (Silver, 2019)	PruittHealth—Ashburn (Bronze, 2020)
Cartersville Center for Nursing and Healing (Bronze, 2020)	PruittHealth—Augusta Hills (Bronze, 2020)
Chelsey Park Health and Rehab. (Silver, 2019)	PruittHealth—Austell (Silver, 2020)
Christian City Skilled Nursing and Rehab. (Bronze, 2020)	PruittHealth—Brookhaven (Bronze, 2020)
Church Home Rehab. and Healthcare (Silver, 2020)	PruittHealth—Crestwood (Bronze, 2020)
The Cohen Home (Silver, 2020)	PruittHealth—Greenville (Bronze, 2020)
Comer Health and Rehab. (Gold, 2018)	PruittHealth—Jasper (Silver, 2020)
Delmar Gardens of Gwinnett (Bronze, 2020)	PruittHealth—LaFayette (Bronze, 2020)
Delmar Gardens of Smyrna (Bronze, 2020)	PruittHealth—Lilburn (Bronze, 2020)
Effingham Care and Rehab. Center (Gold, 2015)	PruittHealth—Magnolia Manor (Bronze, 2020)
Fountainview Center for Alzheimer's Disease (Bronze, 2020)	PruittHealth—Peake (Bronze, 2020)
Glenwood Health and Rehab. Center (Bronze, 2020)	PruittHealth—Rome (Bronze, 2020)
Hartwell Health and Rehab. (Silver, 2019)	PruittHealth—Savannah (Bronze, 2020)
Jonesboro Nursing and Rehab. Center, LLC (Silver, 2020)	PruittHealth—Sylvester (Bronze, 2020)
Keyville Nursing Home and Rehab. Center (Bronze, 2020)	Quinton Memorial Health and Rehab. (Bronze, 2020)
Legacy Health and Rehab. (Silver, 2020)	Salude ... The Art of Recovery (Bronze, 2020)
Magnolia Manor of Columbus—East (Silver, 2020)	Sandy Springs Health and Rehab. (Bronze, 2020)
Magnolia Manor of Columbus—West (Silver, 2020)	Sparks Inn Assisted Living (Silver, 2020)
Magnolia Manor of Macon (Bronze, 2020)	Syl-View Rehab. and Memory Care Center (Silver, 2020)
Magnolia Manor Retirement Center (Bronze, 2020)	Thomson Health and Rehab (Silver, 2020)
Magnolia Manor South (Bronze, 2020)	Townsend Park Health and Rehab. (Silver, 2019)
Manor Care Rehab. Center—Decatur (Bronze, 2020)	Treutlen County Health and Rehabilitation (Gold, 2020)
Mattie H. Marshall Center—Memory Care (Silver, 2020)	Wellstar Paulding Nursing Center (Silver, 2020)
Meadowbrook Health and Rehab. (Silver, 2020)	Westbury Health and Rehab.—Conyers (Bronze, 2020)
Meadows Park Health and Rehab. (Silver, 2020)	Westbury Health and Rehab.—McDonough (Bronze, 2020)
Miller Nursing Home (Silver, 2019)	Westbury Medical Care Home (Bronze, 2020)
NHC HealthCare, Fort Oglethorpe (Silver, 2020)	The William Breman Jewish Home (Silver, 2020)
The Oaks—Carrollton (Assisted Living) (Silver, 2020)	Wrightsville Manor Nursing Home (Bronze, 2020)