



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

- **27 Pennsylvania applicants for the Baldrige Award (2005–2018)**
- **3 Pennsylvania award applicants from 2010 to 2018 represent 15,350 jobs, 39 work locations, \$2.3 billion in revenues/budgets, and an estimated 729,000 customers served.**
- **15 Baldrige examiners from Pennsylvania volunteered over \$3,337,000 in services in 2018.**

## Pennsylvania National Role Models

MEDRAD, Inc., manufacturing, 2003 and 2010

Stoner, Inc., small business, 2003

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

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

### Success Story



For more than 40 years, MEDRAD has been committed to improving patient outcomes by developing, marketing, and servicing innovative, cost-efficient devices for diagnosing and treating diseases. Sold worldwide to hospitals and medical imaging centers, MEDRAD's products include fluid injection systems for radiology and cardiology, endovascular devices for the treatment of cardiovascular disease, and equipment for visualization procedures such as computed tomography, magnetic resonance imaging, molecular imaging, and nuclear medicine. MEDRAD, a business of Bayer HealthCare, employs 2,157 people and had roughly \$625 million in revenues in 2009.

### Highlights

- Revenue growth from about \$120 million in 1997 to about \$625 million in 2009
- More than 10% increase in gross margin over three years
- Market leader in the United States and Europe for its products
- Consistent 60% or higher Net Promoter Score (a loyalty metric defined by the level of repeat sales and referrals) over 3 years, compared to the 50% or higher for other organizations nationwide.

## Mid-Atlantic Alliance for 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.

The Mid-Atlantic Alliance for Performance Excellence (MAAPE; <http://midatlanticpe.org>) is a Baldrige-based awards program serving Pennsylvania, New Jersey, and Delaware. It helps all types of organizations improve their performance and outcomes. It uses the leading-edge Baldrige Criteria for Performance Excellence as the basis for its process and for giving feedback to applicants.

## 2012–2018 Keystone Award for Performance Excellence Recipients

Center for Organ Recovery & Education (Excellence)  
Main Line Health (Excellence)  
Massaro Construction Group (Excellence)  
Advent Design Corporation (Proficiency)  
Conemaugh Health System (Proficiency)  
Greencastle Antrim School District  
Thomas Jefferson University Hospitals (Proficiency)  
VA Pittsburgh Healthcare System (Proficiency)  
Indiana Regional Medical Center (Mastery)  
Active Strategy, Inc. (Commitment)  
Aria Health (Commitment)  
American Society for Quality, Pittsburgh (Commitment)  
Big Brothers Big Sisters Southeastern PA (Commitment)

Dutchland, Inc. (Commitment)  
Higher Images, Inc. (Commitment)  
Liberty Resources, Inc. (Commitment)  
National Board of Osteopathic Medical Examiners  
(Commitment)  
Penn Medicine Department of Radiation Oncology  
(Commitment)  
Southern Huntingdon County School District  
(Commitment)  
The Washington Hospital (Commitment)  
Select Medical (Commitment)  
Susquehanna Township School District (Commitment)

### Featured Recipient



The Center for Organ Recovery & Education (CORE) is one of 58 federally designated not-for-profit organ procurement organizations in the United States. CORE works closely with donor families and designated health care professionals to deliver the gift of hope by coordinating the surgical recovery of organs, tissues and corneas for transplantation. CORE also facilitates the computerized matching of donated organs, tissues and corneas. With integrity and compassion, its goal is to bridge the gap between donor families, health care providers, and transplant recipients so that it may forever transform lives.

## 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.

Attleboro Nursing & Rehabilitation Center (Silver, 2017)  
The Brunswick at Attleboro (Bronze, 2018)  
The Brunswick at Longstown (Bronze, 2018)  
Chapel Manor Nursing & Convalescent Center  
(Bronze, 2018)  
The Devon Senior Living (Bronze, 2018)  
Hanover Hall Nursing & Rehab. Center (Bronze, 2018)  
Juniper Village at Forest Hills (Bronze, 2018)  
Linwood Center Scranton (Bronze, 2018)  
ManorCare Health Services—North Hills (Bronze, 2018)  
Naamans Creek Country Manor Boothwyn (Bronze, 2018)  
Orwigsburg Center—Genesis Elder Care (Bronze, 2018)  
Overlook Green (Silver, 2018)  
The Quadrangle (Bronze, 2018)  
Quality Life Services—Apollo (Silver, 2018)  
Quality Life Services—Mercer (Bronze, 2018)  
Quality Life Services—Sarver (Bronze, 2018)

Riverstreet Manor (Bronze, 2018)  
Schuylkill Manor (Silver, 2017)  
Siemons Lakeview Manor Estate (Silver, 2018)  
Somerton Center (Silver, 2017)  
Sunrise Assisted Living of Paoli (Silver, 2017)  
Sunrise Assisted Living of Presque Isle Bay (Silver, 2017)  
Sunrise Assisted Living of Westtown (Silver, 2018)  
Sunrise of McCandless (Silver, 2018)  
Sunrise Senior Living of Dresher (Silver, 2017)  
Sunrise Senior Living of Exton (Silver, 2018)  
Sunrise Senior Living of Granite Run (Silver, 2018)  
Sunrise Senior Living of Lafayette Hill (Silver, 2018)  
Sunrise Senior Living of Lower Makefield (Silver, 2018)  
Sunrise Senior Living of Newtown Square (Silver, 2018)  
Sunrise Senior Living of Upper St Clair (Silver, 2018)  
Wellington Court at Hershey's Mill (Bronze, 2018)  
22 additional Bronze winners, 2017