



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 Washington

- **6 Washington applicants for the Baldrige Award (2005–2020)**
- **2 Washington award applicants in 2011 represent 6,948 jobs, 92 work locations, \$1 billion in revenues/budgets, and 1.7 million customers served.**
- **3 Baldrige examiners from Washington volunteered about \$67,500 in services in 2020.**

Performance Excellence Northwest

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.

Performance Excellence Northwest (PENNW; <https://performanceexcellencenw.org>) is a regional program affiliated with the national Baldrige Performance Excellence Program. Volunteers comprise the Board of Directors, Panel of Judges, Board of Examiners, Mentors and others. Our 200+ volunteers partner with health care organizations, manufacturers, government agencies, schools, small and large businesses and nonprofits to help them improve overall performance using the renowned national Baldrige Excellence Framework and leading continuous improvement tools. Additionally, PENW now provides all services previously provided by Washington State Quality Award.

2016–2020 Performance Excellence Northwest Award Recipients in Washington

Achievement Award

City of Walla Walla
Mason General Hospital & Family of Clinics
Western State Hospital

AHCA/NCAL National Quality Award Recipients in Washington

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.

The Arbor at Bremerton (Bronze, 2019)
Avalon Care Center—Pullman (Bronze, 2020)
Avamere at Moses Lake (Bronze, 2020)
Avamere Rehab. of Cascade Park (Bronze, 2019)

AHCA/NCAL National Quality Award Recipients, continued

Avamere at Port Townsend (Bronze, 2019)
Avamere at Wenatchee (Bronze, 2020)
Beacon Hill Rehab. (Bronze, 2019)
Clearbrook Inn (Bronze, 2020)
Life Care Center of South Hill (Bronze, 2020)
Nikkei Manor (Bronze, 2018)
Northwoods Lodge (Bronze, 2018)
Olympic Alzheimer's Residence (Silver, 2019)
Orchard Crest Retirement and Assisted Living (Bronze, 2019)
Peoples Retirement Community (Bronze, 2020)
Prestige Assisted Living at Richland (Silver, 2020)
Prestige Senior Living at East Wenatchee (Bronze, 2018)
Prestige Senior Living at Hearthstone (Bronze, 2020)
The Ridge (Bronze, 2020)
Riverview Terrace (Bronze, 2018)
Summer Hill Assisted Living (Silver, 2017)
Sunrise of Bellevue (Bronze, 2018)
Sunrise of Bothell (Bronze, 2018)
Sunrise of Edmonds (Bronze, 2018)
Sunrise of Lynnwood (Bronze, 2019)
Sunrise of Mercer Island (Bronze, 2018)
Sunrise of Northgate (Bronze, 2019)
Village Green Retirement Campus (Bronze, 2020)

Baldrige in the U.S.

- **U.S. organizations applying for the Baldrige Award have received 1,767 feedback reports detailing organizational strengths and opportunities for improvement.**
- **124 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2020 applicants represent 676,535 U.S. jobs, 5,001 work sites, more than \$189 billion in revenues/budgets, and about 614 million customers served.**
- **253 national Baldrige examiners volunteered roughly \$5.7 million in services in 2020.**
- **In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.**