



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 New Jersey

- **14 Baldrige Award applicants from New Jersey (2005–2020)**
- **2 New Jersey award applicants in 2018–2020 represent 7,139 jobs, 23 work locations, about \$6.8 billion in revenue/budget, and about 203,000 customers served.**
- **6 Baldrige examiners from New Jersey volunteered about \$135,000 in services in 2020.**

New Jersey National Role Models

Ames Rubber Corporation, small business, 1993
AT&T Consumer Communications Services,
service, 1994
AtlantiCare, health care, 2009

Robert Wood Johnson University Hospital,
health care, 2004
U.S. Army ARDEC, nonprofit, 2007

Success Story



AtlantiCare is a nonprofit health system in southeastern New Jersey with a workforce of about 5,100 people, making it the largest health care provider in the region. The system achieved market advantage with a diverse array of services delivered through a comprehensive distribution network and continues to grow in both system revenues and patient volume.

Highlights

- Top 10% for Centers for Medicare and Medicaid Services patient care measures related to congestive heart failure, acute myocardial infarction, and pneumonia
- Two-time recognition by the American Nurses' Credentialing Center as a Magnet nursing organization
- Top 100 nationally out of 8,222 Medicare-certified home health care agencies
- Revenue growth from \$280 million to \$651 million over 8 years, reflecting an 11% compound annual growth rate, compared to a state average of 5.6%

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.

2015–2020 Excellence Award Recipients in New Jersey

Excellence Award

Jersey City Medical Center, Barnabas Health
Saint Barnabas Medical Center

Mastery Award

Penn Medicine Princeton Health

Proficiency Award

Jefferson Health—New Jersey

Commitment Award

Kennedy University Hospital
Wireless Telecom Group

Featured Recipient

■ ■ Jersey City Medical Center

■ ■ Barnabas Health

Jersey City Medical Center is a 316-bed, not-for-profit, full-service hospital in Hudson County, New Jersey. A member of Barnabas Health System, Jersey City Medical Center serves as a regional referral and teaching hospital offering a full spectrum of inpatient and outpatient services including obstetrical, behavioral health, and a myriad of cardiac services. It is the county's regional emergency medical services provider and 9-1-1 center, and the county's only state-designated Trauma Center.

Highlights

- Leapfrog Patient Safety Score of "A" eight consecutive times, since its inception (1 of 133 hospitals in the nation)
- Magnet Facility for Nursing Excellence

AHCA/NCAL National Quality Award Recipients in New Jersey

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.

Arbor Ridge Rehab. and Healthcare Center (Bronze, 2020)

Bridgeway Care and Rehab. Center at Bridgewater
(Bronze, 2020)

Brighton Gardens of Middletown (Silver, 2020)

Brighton Gardens of Saddle River (Silver, 2020)

Brighton Gardens of West Orange (Silver, 2019)

Brightview of Paramus (Bronze, 2019)

Brightview Tenafly (Bronze, 2019)

Brookdale Echelon Lakes (Bronze, 2020)

Brookdale Emerson (Bronze, 2020)

Brookdale Florence (Bronze, 2020)

Brookdale Florham Park (Bronze, 2020)

Brookdale Monroe (Silver, 2019)

Brookdale Paramus (Bronze, 2019)

Brookdale West Orange (Bronze, 2019)

Brookdale Westhampton (Bronze, 2020)

The Chelsea at Brookfield (Bronze, 2019)

Christian Health Care Center (Gold, 2019)

Coral Harbor Rehab. and Healthcare Center (Silver, 2020)

Inglemoor Care Center (Silver, 2010)

Juniper Village at Williamstown (Silver, 2019)

Laurel Brook Rehab. and Healthcare Center (Bronze, 2020)

North Cape Center (Bronze, 2020)

Parker and Stonegate (Gold, 2019)

Ridgewood Center—Genesis (Bronze, 2019)

Southern Ocean Center (Bronze, 2019)

Sunrise at West Essex (Bronze, 2019)

Sunrise of Cresskill (Silver, 2019)

Sunrise of East Brunswick (Bronze, 2020)

Sunrise of Edgewater (Silver, 2020)

Sunrise of Jackson (Silver, 2019)

Sunrise of Lincroft (Silver, 2019)

Sunrise of Madison (Silver, 2019)

Sunrise of Old Tappan (Bronze, 2019)

Sunrise of Paramus (Silver, 2019)

Sunrise of Randolph (Silver, 2019)

Sunrise of Wayne (Bronze, 2020)

Sunrise of Woodcliff Lake (Bronze, 2020)

Trinitas/Brother Bonaventure Ext. Care Center (Bronze,
2019)

Van Dyk Park Place (Bronze, 2020)

Water's Edge Healthcare and Rehab. Center (Bronze,
2020)

Baldrige Performance Excellence Program

National Institute of Standards and Technology • Innovation and Industry Services

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