



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 Vermont

- **6 Vermont applicants for the Baldrige Award (2005–2020)**
- **1 Vermont award applicant in 2010 represents 1,400 jobs, 9 work locations, \$250 million in revenues/budget, and more than 100,000 customers served.**
- **1 Baldrige examiner from Vermont volunteered over \$22,000 in services in 2019.**

ExcellenceNorth Alliance

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.

ExcellenceNorth Alliance (ENA; www://excellencenorth.org/) is the nonprofit resource for organizational performance excellence in Northern New England. ENA enables organizations and communities in Maine, New Hampshire, and Vermont to sustainably thrive as the rate of change and disruption continues to dramatically increase across all business sectors. ENA provides customized expertise in the Baldrige methodology and other systematic approaches through coaching and training, networking and best practice sharing, and assessment and recognition.

ExcellenceNorth Alliance Award Recipients in Vermont

BlueCross BlueShield of Vermont
Rutland Regional Medical Center
White River Junction VA Medical Center

Success Story

Rutland Regional Medical Center

An Affiliate of Rutland Regional Health Services

Vermont's second-largest hospital offers patients and visitors advanced medical services in a friendly, comfortable environment. Rutland Regional Medical Center strives to be the best community hospital and health system in New England, a vision sought for the health of our community. Founded in 1896, Rutland Regional has grown from a 10-bed hospital on Nichols Street with eight attending physicians into Vermont's second largest health care facility. Rutland Regional has 188 licensed beds and more than 120 physicians trained in 35 specialty areas. It is fully accredited by the Joint Commission and licensed by the State of Vermont. It is a member of the Vermont Association of Hospitals and Health Systems, the American Hospital Association, and the Voluntary Hospitals of America—New England.

AHCA/NCAL National Quality Award Recipients in Vermont

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.

Franklin County Rehab. Center (Silver, 2018)
Holiday House (Silver, 2020)
The Manor (Silver, 2013)
Mayo Healthcare (Bronze, 2019)
Mountain View Center (Bronze, 2020)
Rutland Healthcare & Rehab. Center (Bronze, 2020)
The Villa Rehab Center (Silver, 2020)
Wake Robin (Bronze, 2019)
Woodridge Rehab. & Nursing (Bronze, 2019)

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.**

Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services **higher than 4.5 out of 5** since 2017 (MESA)
- **Highest possible credit rating** from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- **Growth in revenue** from **\$41 million to \$265 million** over 10 years (PricewaterhouseCoopers Public Sector Practice)
- Estimated **cost savings of \$225 million annually** through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- **5-star rating** (the highest) from the Centers for Medicare and Medicaid Services (GMBC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)