



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 California

- **49 California applicants for the Baldrige Award (2005–2020)**
- **6 California award applicants in 2016–2019 represent 11,071 jobs, 39 work locations, over \$54 billion in revenues/budgets, and over 590,000 customers served.**
- **12 Baldrige examiners from California volunteered about \$270,000 in services in 2020.**

California National Role Models

Adventist Health White Memorial, health care, 2019
ADAC Laboratories, manufacturing, 1996
Boeing Mobility (formerly Airlift and Tanker), manufacturing, 1998
Charter School of San Diego, education, 2015
Granite Rock Company, small business, 1992

Momentum Group, small business, 2016
SHARP, health care, 2007
Solar Turbines Inc., manufacturing, 1998
Solectron Corp., manufacturing, 1997 and 1991
Stellar Solutions, small business, 2017
Sutter Davis Hospital, health care, 2013

Success Story



Adventist Health White Memorial is a private, faith-based, nonprofit teaching hospital that provides a full range of inpatient, ambulatory, emergency, and diagnostic services. Six service lines include general medicine, cardiovascular, surgical, orthopedic, women's services, and emergency services. The hospital, which is deeply committed to its East Los Angeles community, is the only "safety-net" hospital serving more than 2 million people in a densely populated area where most residents live below the Federal poverty level.

Highlights

- Zero emergency department returns after outpatient surgery since 2014, in the national top decile in 2018
- Complication rates better than the national top decile
- Net Promoter Score almost 25% higher than competing hospitals
- Standard & Poor's AA+ rating for days-cash-on-hand

California Council for 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 California Council for Excellence (CCE; www.calexcellence.org) enables organizations to achieve performance excellence through assessments and training that are aligned to the Baldrige Performance Excellence Program..

2013–2020 California Award for Performance Excellence Recipients

Eureka Gold

Adventist Health White Memorial
Charter School of San Diego
Momentum Group
Kaiser Permanente San Diego
Stellar Solutions, Inc.

Eureka Silver

Adventist Health Bakersfield
Adventist Health Central Valley
Network
AltaMed Health Services
County of San Diego Health & Human
Services Agency
Family Health Centers of San Diego
Mills-Peninsula Medical Center
VA Palo Alto Health Care System

Eureka Bronze

Adventist Health Sonora
Hathaway-Sycamore Child & Family
Services
Kindred Nursing and Rehabilitation:
Golden Gate
Sonora Regional Medical Center
Texas Hospital Association
Victor Elementary School District
Yakima Valley Memorial Hospital &
Family of Services

Communities of Excellence Participants in California

The [Communities of Excellence Learning Collaborative](#) introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of businesses, organizations, school systems, and government communitywide to implement and sustain community change.

Kern County
Kings County

San Diego County, South Region

AHCA/NCAL National Quality Award Recipients in California

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.

Arroyo Vista Nursing Center (Bronze, 2020)
Aviara Healthcare Center (Bronze, 2020)
Broadway Villa (Bronze, 2020)
Country Manor La Mesa Healthcare Center (Bronze, 2020)
Diamond Ridge HealthCare Center (Bronze, 2020)
Eskaton Care Center Greenhaven (Silver, 2020)
Eskaton Care Center Manzanita (Bronze, 2020)
Excell Health Care Center (Bronze, 2020)
Extended Care Hospital of Westminster (Bronze, 2020)
Glenwood Care Center (Bronze, 2020)
Manorcare Health Services—Rossmoor (Bronze, 2020)
Mission Hills Post-Acute Care (Bronze, 2020)
Monte Vista Healthcare Center (Bronze, 2020)
Northbrook Healthcare Center (Bronze, 2020)
Oakwood Gardens Care Center (Bronze, 2020)
Oroville Hospital Post-Acute Center (Bronze, 2020)
Palomar Vista Healthcare Center (Bronze, 2020)
Prestige Assisted Living at Visalia (Silver, 2020)
Riverside Behavioral Healthcare Center (Bronze, 2020)
Springs Road Healthcare (Bronze, 2020)
Sunrise at Palos Verdes (Bronze, 2020)
Sunrise at San Marino (Bronze, 2020)
Sunrise at Tustin (Bronze, 2020)

Sunrise of Hermosa Beach (Bronze, 2020)
Sunrise of Huntington Beach (Bronze, 2020)
Sunrise of Pleasanton (Bronze, 2020)
Sunrise of Sacramento (Bronze, 2020)
Sunrise of Santa Monica (Bronze, 2020)
Sunrise of Studio City (Bronze, 2020)
Sunrise of Walnut Creek (Bronze, 2020)
Sunrise of West Hills (Bronze, 2020)
Town and Country Manor (Bronze, 2020)
Upland Rehab. & Care Center (Bronze, 2020)
Veterans Home of California—Fresno (Bronze, 2020)
West Covina Healthcare Center (Bronze, 2020)
Windsor Care Center of Petaluma (Bronze, 2020)
Windsor Court Assisted Living (Bronze, 2020)
Windsor El Camino Care Center (Bronze, 2020)
Windsor Gardens Care Center of Fullerton (Bronze, 2020)
Windsor Gardens Care Center of Hayward (Silver, 2020)
Windsor Gardens Convalescent Hospital of Los Angeles
(Bronze, 2020)
Windsor Gardens Healthcare Center of the Valley
(Bronze, 2020)
Windsor Hampton Care Center (Bronze, 2020)
Windsor Rosewood Care Center (Bronze, 2020)

Baldrige Performance Excellence Program

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