



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 North Carolina

- **18 North Carolina applicants for the Baldrige Award (2005–2020)**
- **2 North Carolina award applicants in 2016–2020 represent 11,098 jobs, 9 work locations, more than \$1.5 billion in revenues/budgets, and more than 2.2 million customers served.**
- **7 Baldrige examiners from North Carolina volunteered about \$157,500 in services in 2020.**

## North Carolina National Role Models

Iredell-Statesville Schools, education, 2008

Premier Inc., service, 2006

### Success Story



Iredell-Statesville Schools (I-SS) is a K–12 public school system located in southwestern North Carolina within a diverse community and economy. To meet the needs of its 20,900 students, I-SS offers a variety of educational programs delivered in heterogeneously grouped classrooms, two at-risk/ behavior schools, and virtual curriculum and early college settings. The system also offers before- and after-school programs, short-term alternative site placement programs, and dual enrollment courses in partnership with a local community college. I-SS considers its 3,416 employees “knowledge assets in achieving organizational learning and improvement.”

### Highlights

- Per-pupil operations expenditures among the lowest in North Carolina
- Ranked academically in the state’s top 10 school systems
- 100% of staff positions filled, teacher turnover rate below the state average, and waiting lists for most job openings
- Increase from 64% to 80.7% in cohort graduation rates (the percentage of ninth-grade students who graduate from high school four years later) over 5 years
- Increase in SAT scores from 991 to 1056 over 4 years; increase in state rank from 57th (out of 115 school districts) to 7th over 5 years

## Carolina Award for 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. Alliance members use the Baldrige Excellence Framework to serve organizations from all sectors in their region, state, or industry. These programs annually evaluate and recognize over 1,000 organizations and serve as the feeder system for the national Baldrige Award.

Based on the Malcolm Baldrige National Quality Award, the North Carolina Award for Excellence (NCAfE; <https://www.ies.ncsu.edu/ncafe>) is the top state-level recognition presented to an organization that has demonstrated, the highest level of performance excellence by applying the principles of the Baldrige Excellence Framework. NCAfE partners with the Tennessee Center for Performance Excellence to provide examiner training.

### 2012–2020 North Carolina Award for Excellence Recipients

CarePartners Health Services  
CaroMont Health  
Cherokee Indian Hospital

Duke Regional Hospital  
Lower Cape Fear Hospice and LifeCare Center  
Pardee Hospital Southeastern Regional Medical Center

## AHCA/NCAL National Quality Award Recipients in North Carolina

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.

Autumn Care of Drexel (Bronze, 2020)  
Autumn Care of Fayetteville (Bronze, 2020)  
Autumn Care of Marshville (Bronze, 2020)  
Autumn Care of Nash (Bronze, 2020)  
Autumn Care of Salisbury (Bronze, 2020)  
Autumn Care of Waynesville (Bronze, 2020)  
Bradley Creek Health Center (Bronze, 2019)  
Brian Center Health & Rehab./Wilson (Bronze, 2020)  
Brian Center Health & Retirement/Clayton (Bronze, 2020)  
Capital Nursing & Rehab. Center (Silver, 2019)  
Cardinal Healthcare & Rehab. Center (Bronze, 2019)  
Conover Nursing & Rehab. Center (Silver, 2020)  
Crystal Bluffs Rehab. & Health Care (Silver, 2019)  
Currituck Health & Rehab. Center (Bronze, 2020)  
Davis Health Care Center (Silver, 2019)  
Elderberry Health Care (Bronze, 2020)  
Elizabeth City Health & Rehab. (Bronze, 2019)  
Elizabethtown Healthcare & Rehab. Center (Bronze, 2020)  
Emerald Health & Rehab. Center (Bronze, 2020)  
Emerald Ridge Rehab. & Care Center (Silver, 2019)  
Five Oaks Rehab. (Bronze, 2019)  
GlenFlora (Bronze, 2020)  
Golden Years Nursing Home (Bronze, 2020)  
Hunter Woods Healthcare (Bronze, 2020)  
Laurels of Hendersonville (Bronze, 2019)  
Liberty Commons of Halifax County (Bronze, 2020)  
Life Care Center of Banner Elk (Bronze, 2020)  
Lincolnton Rehab. Center (Bronze, 2019)

NC State Veterans Home—Black Mountain (Bronze, 2020)  
North Carolina State Veterans Home—Fayetteville (Bronze, 2019)  
The Oaks at Whitaker Glen—Mayview (Bronze, 2020)  
The Oaks—Brevard (Bronze, 2020)  
The Pavilion Health Center at Brightmore (Silver, 2020)  
Piedmont Crossing (Silver, 2020)  
PruittHealth—Farmville (Silver, 2020)  
PruittHealth—Neuse (Bronze, 2020)  
PruittHealth—Sea Level (Bronze, 2020)  
PruittHealth—Town Center (Bronze, 2020)  
PruittHealth—Trent (Bronze, 2020)  
Quail Haven Village (Silver, 2019)  
Shoreland Health Care & Retirement Center (Silver, 2019)  
Silver Bluff (Bronze, 2019)  
Skyland Care Center (Bronze, 2020)  
Summerstone Health & Rehab. Center (Bronze, 2019)  
Three Rivers Health & Rehab. Center (Bronze, 2020)  
Trinity Elms (Bronze, 2020)  
Trinity Glen (Silver, 2020)  
Trinity Oaks (Bronze, 2020)  
Trinity Place (Bronze, 2020)  
Trinity Ridge (Bronze, 2020)  
Trinity Village (Silver, 2020)  
Valley Nursing & Rehab. Center (Bronze, 2020)  
Wellington Rehab. & Healthcare (Silver, 2019)  
White Oak of Tryon (Bronze, 2020)  
Willowbrook Rehab. & Care Center (Bronze, 2020)