



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

- **17 North Carolina applicants for the Baldrige Award (2005–2018)**
- **1 North Carolina award applicant in 2016 represents 9,262 jobs, 5 work locations, more than \$1.5 billion in revenues/budgets, and more than 2.2 million customers served.**
- **12 Baldrige examiners from North Carolina volunteered about \$270,000 in services in 2018.**

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) 7th over 5 years

North Carolina Award 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.

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 examiners come from across the state and represent all industry sectors. Most participants complete the training because they want to challenge themselves and contribute in a meaningful way to organizations where they work and the communities where they live. NCAfE partners with the Tennessee Center for Performance Excellence to provide examiner training.

2012–2018 North Carolina Award for Excellence Recipients

CarePartners Health Services
CaroMont Health
Cherokee Indian Hospital
Duke Regional Hospital
Lower Cape Fear Hospice & 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.

Avante at Wilson Health Care Center (Bronze, 2017)
Brian Center Health & Rehab. Wallace (Bronze, 2016)
Brian Center Nursing Care (Bronze, 2016)
Brian Center Southpoint (Silver, 2017)
Brian Center—Charlotte (Bronze, 2017)
Brian Center—Gastonia (Bronze, 2017)
Brian Center—Hertford (Bronze, 2017)
Brian Center—Monroe (Bronze, 2017)
Capital Nursing & Rehab. Center (Bronze, 2018)
Carolina Care Health & Rehab. (Bronze, 2017)
Conover Nursing & Rehab. Center (Bronze, 2017)
Cornerstone Rehab. & Nursing Center (Bronze, 2017)
Cross Creek Health Care (Silver, 2018)
Crystal Bluffs Rehab. & Health Care (Bronze, 2018)
Emerald Ridge Rehab. & Care Center (Bronze, 2018)
Franklin Oaks Nursing & Rehab. Center (Silver, 2018)
Graham Healthcare & Rehab. Center (Bronze, 2018)
Greenhaven Health & Rehab. Center (Bronze, 2017)
Haymount Rehabilitation & Nursing Center
(Bronze, 2016)
Hendersonville Health & Rehab. (Bronze, 2017)
Laurels of Forest Glenn (Bronze, 2018)
Laurels of Salisbury (Bronze, 2017)
LCN & RC of The Oaks (Silver, 2016)
Lenoir Health Care Center (Bronze, 2018)
Liberty Commons—Alamance (Bronze, 2018)

Liberty Commons—Columbus County (Silver, 2017)
Liberty Commons—Rowan (Silver, 2017)
Liberty Commons Nursing & Rehab. Center of Johnston
County (Bronze, 2016)
Mapleleaf Health Care (Silver, 2017)
Pender Memorial Hospital (Bronze, 2018)
Penn Nursing Center (Bronze, 2018)
Piedmont Crossing (Bronze, 2018)
Pisgah Manor Health Care Center (Bronze, 2018)
PruittHealth—Union Pointe (Bronze, 2017)
Quail Haven Village (Bronze, 2017)
Randolph Health & Rehab. Center (Bronze, 2017)
Signature Healthcare of Chapel Hill (Bronze, 2016)
Southport Nursing Center (Bronze, 2017)
Springbrook Nursing & Rehab. Center (Bronze, 2017)
Trinity Grove Wilmington (Bronze, 2018)
Universal Health Care/Brunswick (Bronze, 2017)
Universal Health Care of Oxford (Bronze, 2018)
Universal Health Care—Fletcher (Bronze, 2018)
Wellington Nursing & Rehab. Center (Bronze, 2018)
Westfield Rehab. & Health Center (Silver, 2017)
Westwood Hills Nursing & Rehab. (Silver, 2018)
Whispering Pines Nursing Home (Bronze, 2017)
White Oak Manor of Waxhaw (Bronze, 2017)
Wilkes Senior Village (Bronze, 2017)