



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

- **13 Baldrige Award applicants from New Jersey (2005–2017)**
- **1 New Jersey award applicant in 2017 represents 3,850 jobs, 20 work locations, \$3.8 billion in revenue/budget, and 133,000 customers served.**
- **9 Baldrige examiners from New Jersey volunteered over \$136,000 in services in 2017.**

New Jersey National Role Models

AtlantiCare, health care, 2009

U.S. Army ARDEC, nonprofit, 2007

Robert Wood Johnson University Hospital, health care, 2004

AT&T Consumer Communications Services, service, 1994

Ames Rubber Corporation, small business, 1993

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 has 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 serving New Jersey, Delaware, and Pennsylvania. 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. It uses the leading-edge Baldrige Criteria for Performance Excellence as the basis for its process and for giving feedback to applicants.

2015–2017 Excellence Award Recipients in New Jersey

Jersey City Medical Center, Barnabas Health (Excellence)

Saint Barnabas Medical Center (Excellence)

Kennedy University Hospital (Commitment)

Success Story

■ ■ 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.

Arbors Care Center (Silver, 2017; Bronze, 2016)

Armenian Nursing & Rehab. Center (Bronze, 2016)

Aspen Hills Healthcare Center (Silver, 2017;
Bronze, 2016)

The Avalon at Hillsborough (Bronze, 2016)

Bridgeway Care & Rehab. Hillsborough (Silver, 2017)

Bridgeway Care & Rehab. Center at Bridgewater
(Silver, 2016)

Brighton Gardens of Middletown (Bronze, 2017)

Brighton Gardens of Mountainside (Bronze, 2017)

Brighton Gardens—Saddle River (Bronze, 2017)

Brighton Gardens—West Orange (Bronze, 2017)

The Bristol at Woodcliff Lake (Bronze, 2017)

Brookdale Hillsborough (Bronze, 2016)

Brookdale Monroe (Bronze, 2017)

Brookdale Wayne (Bronze, 2016)

Brookdale Westampton (Bronze, 2016)

Cherry Hill Senior Living (Bronze, 2017)

Christian Health Care Center (Silver, 2017)

Five Star Premier Residences of Teaneck (Bronze, 2016)

Francis E. Parker at Landing Lane (Bronze, 2016)

Francis E. Parker at River Road (Bronze, 2016)

Francis E. Parker at Stonegate (Silver, 2016)

Hunterdon Care Center (Silver, 2016)

Juniper Village at Williamstown (Bronze, 2017)

Leisure Park Health Care Center (Silver, 2017)

Maple Glen Center, Genesis HealthCare (Bronze, 2016)

Mill Gardens at Midland Park (Bronze, 2017)

Mt. Arlington Senior Living (Bronze, 2016)

Park Crescent Nursing & Rehab. (Bronze, 2016)

Phillipsburg Center (Bronze, 2016)

Seacrest Village Nursing & Rehab. Center (Silver, 2017)

Shorrock Gardens Care Center (Bronze, 2016)

Spring Hills Somerset (Bronze, 2017)

Summit Ridge Center (Bronze, 2016)

Sunnyside Manor (Bronze, 2017)

Sunrise Assisted Living at Madison (Bronze, 2017)

Sunrise Assisted Living of East Brunswick (Bronze, 2016)

Sunrise Assisted Living of Paramus (Bronze, 2016)

Sunrise Assisted Living of Westfield (Bronze, 2017)

Sunrise of Basking Ridge (Bronze, 2017)

Sunrise of Cresskill (Bronze, 2016)

Sunrise of Edgewater (Bronze, 2017)

Sunrise of Jackson (Bronze, 2016)

Sunrise of Lincroft (Bronze, 2017)

Sunrise of Wayne (Bronze, 2016)

Sunrise of Woodcliff Lake (Bronze, 2016)

Sunrise Senior Living of Morris Plains (Bronze, 2016)

Sunrise Senior Living of Randolph (Bronze, 2017)

Sunrise Senior Living of Wall (Bronze, 2016)

Sunrise Senior Living of West Essex (Bronze, 2016)

Tower Lodge Care Center (Bronze, 2016)

Voorhees Senior Living (Bronze, 2017)

Washington Senior Living (Bronze, 2017)

Baldrige Performance Excellence Program

National Institute of Standards and Technology • Innovation and Industry Services

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