



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 Maryland

- **29 Maryland applicants for the Baldrige Award (2005–2020)**
- **5 Maryland award applicants in 2016–2020 represent 19,363 jobs, 22 work locations, more than \$2.5 billion in revenues/budgets, and over 1.1 million customers served.**
- **12 Baldrige examiners from Maryland volunteered \$270,000 in services in 2020.**

## Maryland National Role Models

GMBC HealthCare System, health care, 2020

Howard Community College, education, 2019

Montgomery County Public Schools, education, 2010

### Success Story



GBMC HealthCare System provides inpatient and outpatient care through the Greater Baltimore Medical Center, an acute care community hospital; GBMC Health Partners, which includes 43 primary and specialty care medical practices; and Gilchrist, which provides advanced, elder, postacute, and hospice care. The system has a net patient revenue of \$581 million and a workforce of 4,388 employees and 1,140 volunteers.

### Highlights

- 5-star rating (the highest) from the Centers for Medicare and Medicaid Services
- Industry-leading and benchmark performance, with 100% of stroke patients receiving antithrombotic therapy at discharge, 100% of high-risk mothers receiving antenatal steroids, and 100% of patients receiving combination chemotherapy for breast cancer
- One of only 61 Nurse Residency Programs worldwide to achieve accreditation with distinction
- 10 Gold Star Status for data and information systems, representing the top 1% of all U.S. users

## Maryland Performance Excellence Foundation

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 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 vision of the Maryland Performance Excellence Foundation (MPEF; [www.marylandexcellence.org](http://www.marylandexcellence.org)) is that Maryland is the home to the nation's highest-performing organizations, elevating the quality of life for all who live and work there. To fulfill that vision, having already supported Maryland organizations to readiness to apply for the national Baldrige Award, MPEF provides outreach and training to organizations that are beginning a Baldrige journey.

## 2012–2020 Maryland Award Recipients

### Mid-Atlantic Alliance for Performance Excellence Award

#### Excellence

UPMC Western Maryland

#### Mastery

Western Maryland Health System

### Maryland Performance Excellence Award Platinum

MedStar St. Mary's Hospital

#### Gold

GMBC Healthcare, Inc.

#### Silver

Adventist Health Care, Shady Grove Medical Center

### Success Story

#### UPMC | WESTERN MARYLAND

UPMC Western Maryland is a hospital and health system located in Cumberland, Maryland, in Allegany County. The facility is part of the University of Pittsburgh Medical Center system.

#### Highlights

- Better-than-top-decile results for “staff work together to care for you” on the Hospital Consumer Assessment of Healthcare Providers and Systems
- Top decile or higher employee engagement scores for nursing and nonclinical workforce segments
- Cost reductions ranging from 53% in inpatient charges to 92% in readmission charges to Union Rescue Mission Hot spot patients
- Debt to equity, debt service coverage, and operating margin meeting or exceeding the state health care benchmark.

## AHCA/NCAL National Quality Award Recipients in Maryland

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.

Allegany Health Nursing and Rehab. (Bronze, 2019)  
Bedford Court (Bronze, 2020)  
Brighton Gardens of Columbia (Silver, 2019)  
Brighton Gardens of Friendship Heights (Silver, 2019)  
Collingswood Rehab. and Healthcare Center (Bronze, 2020)  
Deer's Head Hospital Center (Bronze, 2019)  
Doctors Community Rehab. and Patient Care Center (Bronze, 2020)  
FutureCare Courtland (Bronze, 2019)  
FutureCare NorthPoint (Bronze, 2020)  
FutureCare Pineview (Bronze, 2020)  
FutureCare Sandtown (Bronze, 2020)  
Genesis-Chesapeake Woods Center (Bronze, 2019)  
Hebrew Home/ Charles E. Smith LC (Bronze, 2017)  
J B Parsons Assisted Living (Bronze, 2020)  
Landow House/Charles E. Smith LC (Bronze, 2017)

Larkin Chase Center (Bronze, 2020)  
Maplewood Park Place (Silver, 2017)  
Severna Park Center (Bronze, 2020)  
Signature Healthcare at Mallard Bay (Bronze, 2018)  
Snow Hill Nursing and Rehab. Center (Bronze, 2020)  
Stella Maris (Bronze, 2020)  
Sunrise at Fox Hill (Silver, 2019)  
Sunrise at Montgomery Village (Silver, 2019)  
Sunrise of Annapolis (Silver, 2018)  
Sunrise of Bethesda (Bronze, 2020)  
Sunrise of Columbia (Silver, 2019)  
Sunrise of Frederick (Silver, 2020)  
Sunrise of Pikesville (Silver, 2019)  
Sunrise of Rockville (Silver, 2019)  
Sunrise of Severna Park (Silver, 2017)  
Sunrise of Silver Spring (Bronze, 2020)