Baldrige in Arizona

- 3 Arizona applicants for the Baldrige Award (2005–2021)
- 2 Baldrige examiners from Arizona volunteered about $45,000 in services in 2021.

Southwest Alliance for Excellence
The Alliance for Performance Excellence 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 Southwest Alliance for Excellence (SWAE) is a 501(c)(3) nonprofit corporation that advances improvement and excellence in organizations, communities, and individuals throughout Arizona, Nevada, and Utah. SWAE empowers organizations to pursue performance excellence, improve outcomes, and contribute to the economic strength of their community and state.

2015–2021 Arizona Award Recipients

Governor’s Award for Excellence
Northwest Health

Pioneer Award for Excellence
Yuma Regional Medical Center

Commitment Award
Bristol Global Mobility
Deer Valley Unified School District

Interest Award
Medical Security Card Company, LLC

Category Award for Excellence
Yuma Regional Medical Center

AHCA/NCAL National Quality Award Recipients in Arizona
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 Gardens Assisted Living (Bronze, 2018)
Camelback Post-Acute Care and Rehab. (Bronze, 2020)
Catalina Village Assisted Living Facility (Bronze, 2019)
Citadel Post-Acute (Bronze, 2019)
Estrella Care and Rehab. Center (Bronze, 2019)
Forum at Desert Harbor (Bronze, 2018)
Forum at Tucson (Bronze, 2018)
Freedom Plaza Care Center (Silver, 2019)

Haven of Douglas (Bronze, 2020)
Haven of Lake Havasu (Bronze, 2020)
Haven of Lakeside (Bronze, 2020)
Haven of Phoenix (Bronze, 2019)
Haven of Safford (Bronze, 2020)
Haven of Scottsdale (Bronze, 2020)
Haven of Sedona (Bronze, 2020)
Haven of Sierra Vista (Bronze, 2020)
AHCA/NCAL National Quality Award Recipients in Arizona, continued

Haven of Tucson (Bronze, 2020)  Pueblo Norte Senior Living (Bronze, 2018)
Haven of Yuma (Bronze, 2020)  Sante of Mesa (Bronze, 2018)
Heritage Health Care Center (Silver, 2020)  Sante of North Scottsdale (Bronze, 2018)
Life Care Center of Sierra Vista (Bronze, 2019)  Sante of Surprise (Bronze, 2018)
Life Care Center of Tucson (Bronze, 2020)  Sunrise at River Road (Silver, 2018)
Life Care Center of Yuma (Bronze, 2020)  Sunrise of Chandler (Silver, 2018)
Mesa Christian Health & Rehab. Center (Bronze, 2019)  Sunrise of Gilbert (Silver, 2018)
Mi Casa Nursing Center (Silver, 2020)  Sunrise of Scottsdale (Silver, 2018)
North Mountain Medical (Bronze, 2020)  Vi at Grayhawk (Bronze, 2019)
Palm Valley Rehab. and Care Center (Silver, 2019)  Vi at Silverstone (Silver, 2018)
Paseo Village (Bronze, 2018)  Windsor Austin House Assisted Living (Bronze, 2019)
Payson Care Center (Bronze, 2020)  Windsor Encanto Palms Assisted Living (Bronze, 2017)
Plaza Healthcare (Silver, 2016)  Windsor Maryland Gardens, LLC (Silver, 2019)
Prescott Nursing and Rehab (Bronze, 2019)  

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,781 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2021 applicants represent 687,115 U.S. jobs, 5,086 work sites, more than $193 billion in revenues/budgets, and about 614 million customers served.
- 211 national Baldrige examiners volunteered roughly $4.7 million in services in 2021.
- In 2019, 29 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,598 organizations using 1,686 volunteer examiners.

Sample Achievements by Baldrige Award Recipients

- Average customer satisfaction for services higher than 4.5 out of 5 since 2017 (MESA)
- Highest possible credit rating from Standard & Poor's and Moody's since 1994 (City of Germantown, TN)
- Growth in revenue from $41 million to $265 million over 10 years (PricewaterhouseCoopers Public Sector Practice)
- Estimated cost savings of $225 million annually through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- 5-star rating (the highest) from the Centers for Medicare and Medicaid Services (GMBC HealthCare System)
- Outperforms local and national comparators for attainment of associate degrees and certificates by more than 200% (Howard Community College)