



Baldrige in California

- 49 California applicants for the Baldrige Award (2005–2021)
- 6 California award applicants in 2016–2021 represent 11,975 jobs, 56 work locations, over \$61 billion in revenues/budgets, and over 800,000 customers served.
- 16 Baldrige examiners from California volunteered about \$360,000 in services in 2021, and 4 Baldrige examiners from California volunteered about \$90,000 in services in 2022.

Baldrige Award Recipients in California

Adventist Health White Memorial, health care, 2019
ADAC Laboratories, manufacturing, 1996
Boeing Mobility (formerly Airlift and Tanker),
manufacturing, 1998
Charter School of San Diego, education, 2021 and 2015
Granite Rock Company, small business, 1992

Momentum Group, small business, 2016
SHARP, health care, 2007
Solar Turbines Inc., manufacturing, 1998
Sollectron Corp., manufacturing, 1997 and 1991
Stellar Solutions, small business, 2017
Sutter Davis Hospital, health care, 2013

Featured Baldrige Award Recipient



Adventist Health White Memorial is a private, faith-based, nonprofit teaching hospital that provides a full range of inpatient, ambulatory, emergency, and diagnostic services. Six service lines include general medicine, cardiovascular, surgical, orthopedic, women's services, and emergency services. The hospital, which is deeply committed to its East Los Angeles community, is the only "safety-net" hospital serving more than 2 million people in a densely populated area where most residents live below the Federal poverty level.

Highlights

- Zero emergency department returns after outpatient surgery since 2014; in the national top decile in 2018
- Complication rates better than the national top decile
- Net Promoter Score almost 25% higher than competing hospitals
- Standard & Poor's AA+ rating for days-cash-on-hand

Baldrige-Based Award Programs Serving California

[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](#) (which includes the Criteria for Performance Excellence) 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.

[California Council for Excellence](#) (CCE), an Alliance for Performance Excellence member, is a nonprofit organization dedicated to improving organizational performance excellence of California-based organizations in all sectors. CCE administers the California Awards for Performance Excellence (CAPE) program, which helps organizations achieve best-in-class levels of performance; recognizes role-model organizations; and identifies and shares best practices, principles, and strategies. The California program serves as a gateway to the national Baldrige Program. Organizations that receive

California's Eureka Gold-Level Award are eligible to compete for the Malcolm Baldrige National Quality Award. The CAPE Program offers five levels of Baldrige-based assessments for organizations at any stage of their performance excellence journey.

The [Communities of Excellence Learning Collaborative](#), an Alliance for Performance Excellence member, introduces communities to the Baldrige-based Communities of Excellence Framework. The framework promotes collaboration across key sectors and aligns the efforts of businesses, organizations, school systems, and government communitywide to implement and sustain community change.

The [AHCA/NCAL National Quality Award Program](#), an Alliance for Performance Excellence member, 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.

2013–2021 California Award for Performance Excellence Recipients

Eureka Gold

Adventist Health White Memorial
Charter School of San Diego
Kaiser Permanente San Diego
Momentum Group
Stellar Solutions, Inc.
Texas Hospital Association

Eureka Silver

Adventist Health Bakersfield
Adventist Health Central Valley
Network
AltaMed Health Services
County of San Diego Health & Human
Services Agency
Family Health Centers of San Diego
Mills-Peninsula Medical Center
VA Palo Alto Health Care System

Eureka Bronze

Adventist Health Sonora
Hathaway-Sycamore Child & Family
Services
Kindred Nursing and Rehabilitation:
Golden Gate
Sonora Regional Medical Center
Texas Hospital Association
Victor Elementary School District
Yakima Valley Memorial Hospital &
Family of Services

Communities of Excellence Participants in California

Kern County
Kings County
San Diego County, South Region

AHCA/NCAL National Quality Award/Recognition Recipients in California

Arroyo Vista Nursing Center (Bronze, 2020)
Aviara Healthcare Center (Bronze, 2020)
Broadway Villa (Bronze, 2020)
Country Manor La Mesa Healthcare Center (Bronze, 2020)
Diamond Ridge HealthCare Center (Bronze, 2020)
Eden Valley Care Center (Bronze, 2022)
Eskaton Care Center Greenhaven (Silver, 2020)
Eskaton Care Center Manzanita (Bronze, 2020)
Excell Health Care Center (Bronze, 2020)
Extended Care Hospital of Westminster (Bronze, 2020)
Glenwood Care Center (Bronze, 2020)
Manorcare Health Services—Walnut Creek (Silver, 2021)
Manorcare Health Services—Rossmoor (Bronze, 2020)
Mi Casa (Silver, 2020)
Mission Hills Post-Acute Care (Bronze, 2020)
Monte Vista Healthcare Center (Bronze, 2020)

Northbrook Healthcare Center (Bronze, 2020)
Oakwood Gardens Care Center (Bronze, 2020)
Oroville Hospital Post-Acute Center (Bronze, 2020)
Palomar Vista Healthcare Center (Bronze, 2020)
Prestige Assisted Living at Visalia (Silver, 2020)
Riverside Behavioral Healthcare Center (Bronze, 2020)
San Luis Care Center (Bronze, 2022)
Springs Road Healthcare (Bronze, 2020)
Sunrise at Palos Verdes (Bronze, 2020)
Sunrise at San Marino (Bronze, 2020)
Sunrise at Tustin (Bronze, 2020)
Sunrise of Hermosa Beach (Bronze, 2020)
Sunrise of Huntington Beach (Bronze, 2020)
Sunrise of Pleasanton (Bronze, 2020)
Sunrise of Sacramento (Bronze, 2020)
Sunrise of Santa Monica (Bronze, 2020)

Sunrise of Studio City (Bronze, 2020)
Sunrise of Walnut Creek (Bronze, 2020)
Sunrise of West Hills (Bronze, 2020)
Town and Country Manor (Bronze, 2020)
Upland Rehab. & Care Center (Bronze, 2020)
Veterans Home of California—Fresno (Bronze, 2020)
Vista View Post-Acute (Bronze, 2022)
West Covina Healthcare Center (Bronze, 2020)
Windsor Care Center of Petaluma (Bronze, 2020)
Windsor Court Assisted Living (Bronze, 2020)

Windsor El Camino Care Center (Bronze, 2020)
Windsor Gardens Care Center of Fullerton (Bronze, 2020)
Windsor Gardens Care Center of Hayward (Silver, 2020)
Windsor Gardens Convalescent Hospital of Los Angeles
(Bronze, 2020)
Windsor Gardens Healthcare Center of the Valley
(Bronze, 2020)
Windsor Hampton Care Center (Bronze, 2020)
Windsor Monterey Care Center (Bronze, 2022)
Windsor Rosewood Care Center (Bronze, 2020)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,791 feedback reports detailing organizational strengths and opportunities for improvement.
- 124 Baldrige Award recipients have shared their role-model practices with other organizations.
- 2010–2021 Baldrige Award applicants represent 687,115 U.S. jobs, 5,086 work sites, more than \$193 billion in revenues/budgets, and about 614 million customers served.
- 103 national Baldrige examiners volunteered roughly \$2.3 million in services in 2022.
- 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 [now Guidehouse])
- 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 (GBMC HealthCare System)
- **Outperforms local and national comparators** for attainment of associate degrees and certificates by **more than 200%** (Howard Community College)
- Over 4 years, **100% of customers surveyed would recommend the company** to others (Stellar Solutions)

The Baldrige Performance Excellence Program

Created with Congressional authorization 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.

The data presented, in some cases, are estimates of the best available information.

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