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.**

California National Role Models

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, 2015
Granite Rock Company, small business, 1992

Momentum Group, small business, 2016
SHARP, health care, 2007
Stellar Solutions, small business, 2017
Sutter Davis Hospital, health care, 2013

Success Story

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

California Council for Excellence

California Council for Excellence (CCE) 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. Learn more about [CCE and CAPE](#).
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
The [Communities of Excellence Learning Collaborative](#) 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.

- Kern County
- Kings County
- San Diego County, South Region

AHCA/NCAL National Quality Award Recipients in California
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 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)
- 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—Rossmoor (Bronze, 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)
- 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)
- 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 Rosewood Care Center (Bronze, 2020)