Baldrige in California

- 49 California applicants for the Baldrige Award (2005–2019)
- 6 California award applicants in 2016–2019 represent 11,071 jobs, 39 work locations, over $54 billion in revenues/budgets, and over 590,000 customers served.
- 24 Baldrige examiners from California volunteered $540,000 in services in 2019.

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

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 California Council for Excellence (CCE; www.calexcellence.org) enables organizations to achieve performance excellence through assessments and training that are aligned to the Baldrige Performance Excellence Program.
2013–2019 California Award for Performance Excellence Recipients

Eureka Gold
Adventist Health White Memorial
Charter School of San Diego
Momentum Group
Kaiser Permanente San Diego
Stellar Solutions, Inc.

Eureka Silver
Adventist Health Central Valley Network
AltaMed Health Services
County of San Diego Health & Human Services Agency
Family Health Centers of San Diego

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

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.

ACC Care Center (Silver, 2017)
Ararat Nursing Facility (Silver, 2018)
Arbor Rehabilitation & Nursing Center (Silver, 2017)
Avalon Health Care San Andreas (Silver, 2019)
The Carlisle (Silver, 2017)
Carmel Mountain Rehabilitation & Health Care Center (Silver, 2017)
Edgemoor DP SNF (Gold, 2017)
Folsom Care Center (Silver, 2018)
Golden Living Center—Country View Alzheimer’s Care (2015, Silver)
Harbor Villa Care Ctr (Silver, 2019)
Pacific Coast Manor (Gold, 2015)
Pacific Gardens Nursing & Rehabilitation Center (Silver, 2019)
Palo Alto Sub-Acute & Rehabilitation Center (Silver, 2019)
The Pines at Placerville (Silver, 2016)

Sunrise at La Costa (Silver, 2018)
Sunrise at Sterling Canyon (Silver, 2018)
Sunrise at Wood Ranch (Silver, 2018)
Sunrise of Beverly Hills (Silver, 2018)
Sunrise of Claremont (Silver, 2018)
Sunrise of Fair Oaks (Silver, 2017)
Sunrise of Fullerton (Silver, 2018)
Sunrise of Mission Viejo (Silver, 2019)
Sunrise of Playa Vista (Silver, 2018)
Sunrise of Rocklin (Silver, 2018)
Sunrise of San Mateo (Silver, 2018)
Sunrise of Seal Beach (Silver, 2018)
Sunrise of Westlake Village (Silver, 2018)
Sunrise of Woodland Hills (Silver, 2018)
Sunrise Villa Culver City (Silver, 2019)
Vienna Nursing & Rehabilitation Center (Silver, 2019)
Vintage Faire Nursing & Rehabilitation Center (Silver, 2014)
Vista Pacifica Conv Hosp (Gold, 2019; Silver, 2018)
Windsor Gardens of Los Angeles (Silver, 2016)

162 Bronze winners, 2013–2019