



Baldrige in Hawaii

- 2 Hawaii applicants for the Baldrige Award (2005–2020)
- 1 Hawaii applicant in 2016 represents 1,002 jobs, 2 work locations, about \$478 million in revenues/budgets, and an estimated 104,000 customers served.
- 2 Baldrige examiners from Hawaii volunteered about \$45,000 in services in 2021, and 1 Baldrige examiner from Hawaii volunteered about \$22,500 in services in 2022.

Baldrige Award Recipient in Hawaii

Castle Medical Center (now Adventist Health Castle), health care, 2017

Castle Medical Center



Castle Medical Center is a community hospital system that provides inpatient and outpatient care to people who primarily live on the windward side of the Hawaiian island of O’ahu. It is one of 20 hospitals within the nonprofit, faith-based Adventist Health system. Employing 1,046 people, its main hospital is in Kailua, with two professional centers and a rural health clinic. Services include 24-hour emergency care, inpatient acute care, the Vera Zilber Birth Center, a Joint Care Center, inpatient behavioral health services, multi-specialty surgical services, cardiovascular services, neurological services, the Hawaii Center for Metabolic and Bariatric Surgery, outpatient services, chemotherapy clinic, imaging services, and the Wellness and Lifestyle Medicine Center.

Highlights

- Rates from below 1% to zero for common hospital-acquired infections, as well as patient falls
- Top-quartile or higher levels on composite measures of patient safety, evidence-based care, and mortality related to its clinical care processes, with 12% improvement over 3 years
- For 3 years, in the top 3% nationally for inpatient care results reported to the Centers for Medicare and Medicaid Services for Value-Based Purchasing
- Top 10% for physician engagement nationally

Baldrige-Based Award Programs Serving Hawaii

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 mission of the [Hawaii Award of Excellence](#), an Alliance for Performance Excellence member program, is to continually raise the level of excellence in all Hawaii organizations while perpetuating that which is unique to the islands and her people. For all Hawaii’s organizations, including business, health care, education, government, military and not-for-profit, we strive to raise economic vitality and/or profitability of Hawaii’s organizations, enhance the quality of life in our communities, assure the state of Hawaii’s economic success, and share successful performance strategies and the benefits derived from using these strategies.

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

2017–2020 Hawaii Award of Excellence Recipients

Castle Medical Center (Oihana Maika'i; top award)

HawaiiUSA Federal Credit Union (Noelo Po-okela; second level)

AHCA/NCAL National Quality Award/Recognition Recipients in Hawaii

15 Craigside (Bronze, 2020)

Aloha Nursing and Rehab. Centre (Silver, 2018)

Ann Pearl Rehab. and Healthcare (Bronze, 2019)

Arcadia Retirement Residence (Bronze, 2020)

Avalon Care Center (Bronze, 2019)

Clarence TC Ching Villas at St. Francis (Bronze, 2020)

Garden Isle Rehab. and Healthcare (Bronze, 2018)

Hale Ho'ola Hamakua (Bronze, 2020)

Hale Kupuna Heritage Home (Bronze, 2019)

Hale Nani Rehab. and Nursing Center (Bronze, 2020)

Hi'olani Assisted Living at Kahala Nui (Silver, 2018)

Maluhia (Bronze, 2020)

Maunalani Nursing and Rehabilitation Center (Silver, 2022; Bronze, 2018)

One Kalakaua Senior Living (Bronze, 2019)

Palolo Chinese Home (Bronze, 2018)

The Plaza at Mililani (Bronze, 2020)

The Plaza at Moanalua (Bronze, 2020)

The Plaza at Pearl City (Bronze, 2020)

The Plaza at Punchbowl (Bronze, 2020)

The Plaza at Waikiki (Bronze, 2020)

Pu'uwai 'O Makaha (Bronze, 2019)

Samuel Mahelona Memorial Hospital (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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