Created by Congress 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.

Baldrige in Hawaii
- 2 Hawaii applicants for the Baldrige Award (2005–2019)
- 2 Baldrige examiners from Hawaii volunteered about $45,000 in services in 2019.

Hawaii National Role Models
Castle Medical Center, health care, 2017

Success Story
Castle Medical Center

Castle Medical Center (CMC) 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, CMC’s main hospital is in Kailua, with two professional centers and a rural health clinic also located on the windward side of the island. 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

Hawaii Award of 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 Hawaii Award of Excellence (www.asqhawaii.org) is an Alliance partner supporting organizations pursuing performance excellence through the Baldrige Excellence Framework.
2017–2019 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 Recipients in Hawaii
The AHCA/NCAL National Quality Award Program provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Aloha Nursing & Rehab. Centre (Silver, 2018)
Ann Pearl Rehabilitation & Healthcare (Bronze, 2019)
Avalon Care Center (Bronze, 2019)
Garden Isle Rehab. & Healthcare (Bronze, 2018)
Hale Kupuna Heritage Home (Bronze, 2019)
Hi’olani Care Center at Kahala Nui (Silver, 2018)
Maunalani Nursing & Rehab. Center (Bronze, 2018)
One Kalakaua Senior Living (Bronze, 2019)
Palolo Chinese Home (Bronze, 2018)
Pu’uwai ‘O Makaha (Bronze, 2019)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,747 feedback reports detailing organizational strengths and opportunities for improvement.
- 121 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2019 applicants represent 650,693 U.S. jobs, 3,167 work sites, more than $181 billion in revenues/budgets, and about 590 million customers served.
- 348 national Baldrige examiners volunteered roughly $7.8 million in services in 2019.
- In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.