



Baldrige in Maryland

- 29 Maryland applicants for the Baldrige Award (2005–2021)
- 2 Maryland award applicants in 2020–2021 represent 9,388 jobs, 52 work locations, over \$1.5 billion in revenues/budgets, and nearly 1 million customers served.
- 17 Baldrige examiners from Maryland volunteered about \$382,500 in services in 2021, and 5 Baldrige examiners from Maryland volunteered more than \$112,000 in services in 2022.

Baldrige Award Recipients in Maryland

GBMC HealthCare System, health care, 2020

Howard Community College, education, 2019

Montgomery County Public Schools, education, 2010

Featured Baldrige Award Recipient



GBMC HealthCare System provides inpatient and outpatient care through the Greater Baltimore Medical Center (GBMC), an acute care community hospital; GBMC Health Partners, which includes 43 primary and specialty care medical practices; and Gilchrist, which provides advanced, elder, post-acute, and hospice care. The system has a net patient revenue of \$581 million and a workforce of 4,388 employees and 1,140 volunteers.

Highlights

- 5-star rating (the highest) from the Centers for Medicare and Medicaid Services
- Industry-leading and benchmark performance, including rates of 100% for stroke patients receiving antithrombotic therapy at discharge, 100% for high-risk mothers receiving antenatal steroids, and 100% for patients receiving combination chemotherapy for breast cancer
- One of only 61 Nurse Residency Programs worldwide to achieve accreditation with distinction
- 10 Gold Star Status for data and information systems, representing the top 1% of all U.S. users

Baldrige-Based Award Programs Serving Maryland

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 vision of the [Maryland Performance Excellence Foundation](#) (MPEF), an Alliance for Performance Excellence member, is that Maryland is the home to the nation's highest-performing organizations, elevating the quality of life for all who live and work there. To fulfill that vision, having already supported Maryland organizations to readiness to apply for the national Baldrige Award, MPEF provides outreach and training to organizations that are beginning a Baldrige journey.

[The Partnership for Excellence](#) (TPE), an Alliance for Performance Excellence member, primarily serves Ohio, Indiana, and West Virginia as a Baldrige-based state awards program. Headquartered in Columbus, Ohio, its mission is to cultivate organizational performance excellence and continuous improvement. TPE assists organizations through self-

assessments by evaluating organizational approaches. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor’s Award for Excellence.

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.

2012–2022 State Award Recipients

The Partnership for Excellence

Meritus Health

Mid-Atlantic Alliance for Performance Excellence Award

Excellence

UPMC Western Maryland

Mastery

Western Maryland Health System

Maryland Performance Excellence Award

Platinum

MedStar St. Mary’s Hospital

Gold

GMBC Healthcare, Inc.

Silver

Adventist Health Care, Shady Grove Medical Center

Featured State Award Recipient



Meritus Health, 2022 recipient of the top-tier award of The Partnership for Excellence, is an independent community health system located at the crossroads of western Maryland, southern Pennsylvania, and the eastern panhandle of West Virginia. With more than 3,000 employees, 500 medical staff members, and 240 volunteers, Meritus Health serves about 200,000 residents of the tristate region. Meritus Medical Center, the flagship facility of the health system, has more than 320 licensed beds. Meritus Medical Center is a teaching hospital, serving as a clinical training site for the Meritus Family Medicine Residency Program, as well as for more than 1,000 nursing and allied health students annually. Meritus Health also includes Meritus Medical Group, a network of 20 medical practices with more than 100 providers; Meritus Home Health; and Equipped for Life, a medical equipment company. Meritus Health is a 25% owner of Maryland Physicians Care, a 215,000 Medicaid member health plan.

With a long-standing history of caring for the community, Meritus Health relentlessly pursues excellence to improve the health status of the region. Meritus Health supports this vision by systematically monitoring and measuring organizational performance to drive fact-based decision making. Its True North dashboard is grounded in the Quadruple Aim (Improving Health, Improving Health Care, Having Joy at Work, and Improving Affordability), which embodies its mission, vision, and values.

Highlights

- Supported community members in losing over 40,000 pounds to improve their health
- Reduced over 30,000 unnecessary lab and imaging tests in one year
- Received Top Performer Health Equity Index designation from Human Rights Campaign
- Reduced disparity between health outcomes of White and Nonwhite patients in related to sepsis, pre-term births, and exclusively breastfed babies

AHCA/NCAL National Quality Award/Recognition Recipients in Maryland

Brighton Gardens of Columbia (Silver, 2019)

Brighton Gardens of Friendship Heights (Silver, 2019)

Hebrew Home/ Charles E. Smith LC (Silver, 2022)

Landow House and Cohen-Rosen House (Silver, 2021)

LifeBridge Levindale (Silver, 2022)
Snow Hill Nursing & Rehabilitation Center (Silver, 2022)
Sunrise at Fox Hill (Silver, 2019)
Sunrise at Montgomery Village (Silver, 2019)

Sunrise of Columbia (Silver, 2019)
Sunrise of Frederick (Silver, 2020)
Sunrise of Pikesville (Silver, 2019)
Sunrise of Rockville (Silver, 2019)

In addition, 1 organization in Maryland received Bronze recognition in 2022, 1 organization received Bronze recognition in 2021, 11 organizations received Bronze recognition in 2020, and 3 organizations received Bronze recognition in 2019.

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.