



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 Massachusetts

- **11 Massachusetts applicants for the Baldrige Award (2005–2020)**
- **2 Massachusetts award applicants in 2016–2020 represent 12,530 jobs, 52 work locations, \$2.52 billion in revenues/budgets, and over 248,000 customers served.**
- **2 Baldrige examiners from Massachusetts volunteered about \$45,000 in services in 2020.**

## Massachusetts National Role Model

AT&T Network Systems Group, Transmission Systems Business Unit (now part of Alcatel-Lucent), manufacturing, 1992

## Partners in Performance Excellence

The Alliance for Performance Excellence ([www.BaldrigeAlliance.org](http://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.

Partners in Performance Excellence ([www.partnerspex.org/](http://www.partnerspex.org/)) exists to help organizations across New York, Massachusetts, Connecticut, and Rhode Island become more effective, competitive, and sustainable through the use of the proven Baldrige principles for performance excellence. By providing high-value and personalized assessments, training, benchmarking, networking, and recognition, we enhance the growth of jobs and economic prosperity in our region.

## 2012–2020 Massachusetts Partners in Performance Excellence Award Recipients

VA Boston Healthcare System (Platinum)

VA New England Healthcare System (Platinum)

Action Ambulance Service, Wilmington (Silver)

Raytheon Integrated Defense Systems, Material Verification and Test Department (Process Excellence)

### Success Story



VA Boston Healthcare System was formed in 2000 through the integration of facilities in eastern Massachusetts to improve quality of care and reduce the cost of health care for Veterans. VA Boston is a tertiary care facility for the VA New England Healthcare System, consisting of three major campuses as well as five outpatient clinics. With over 4,050 members in its workforce and 2,000 volunteers, VA Boston provides primary, tertiary, secondary, extended care services, and telemedicine to 63,410 individual veterans and has a medical care budget of \$766 million.

### Highlights

- Better than or equal to the HEDIS top decile in pneumococcal immunization, ages 65+, for 5 years; outpatient screening for colorectal cancer for 3 years; and outpatient screening for breast cancer for 5 years
- For 3 years, better than the Hospital Consumer Assessment of Healthcare Providers and Systems top decile in outpatient communication: provider shows respect

## AHCA/NCAL National Quality Award Recipients in Massachusetts

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.

Academy Manor (Bronze, 2019)  
AdviniaCare at Wilmington (Bronze, 2020)  
Alden Court Nursing Care and Rehab. Center (Bronze, 2020)  
Alliance Health at Abbott (Silver, 2019)  
Alliance Health at Baldwinville (Silver, 2019)  
Alliance Health at Braintree (Silver, 2019)  
Alliance Health at Devereux (Silver, 2019)  
Alliance Health at Marie Esther (Bronze, 2020)  
Alliance Health at Marina Bay (Silver, 2019)  
Alliance Health at Rosewood (Silver, 2019)  
Alliance Health at West Acres (Silver, 2019)  
Beaumont at Northborough (Bronze, 2020)  
Beaumont Rehab. and Skilled Nursing Center at Northbridge (Bronze, 2018)  
Beaumont Rehab. and Skilled Nursing Centers of Westborough (Bronze, 2020)  
Blueberry Hill Rehab. and Healthcare Center (Bronze, 2020)  
Briarwood Rehab. and Nursing Center (Bronze, 2018)  
CareOne at Concord (Bronze, 2020)  
CareOne at Lowell (Bronze, 2020)  
CareOne at Millbury (Bronze, 2019)  
Cedar View Rehab. and Healthcare Center (Bronze, 2020)  
Charlene Manor Extended Care Facility (Bronze, 2019)  
The Commons in Lincoln (Bronze, 2018)  
Courtyard Nursing Care Center (Bronze, 2018)  
Den-Mar Health and Rehab. Center (Bronze, 2020)  
Dexter House HealthCare (Bronze, 2019)  
East Longmeadow Skilled Nursing Center (Bronze, 2020)  
Fairview Commons Nursing and Rehab. Center (Bronze, 2019)  
Fall River Healthcare (Bronze, 2019)  
Fitchburg Healthcare (Bronze, 2020)  
The Guardian Center (Bronze, 2019)  
Hathaway Manor Extended Care Facility (Bronze, 2019)  
Hathorne Hill (Bronze, 2020)  
The Highlands, A Life Care Center (Bronze, 2020)  
Keystone Center (Bronze, 2019)  
Knollwood Nursing Center at Briarwood (Bronze, 2019)  
Lasell House at Lasell Village (Bronze, 2019)  
Life Care Center of Attleboro (Bronze, 2019)  
Life Care Center of Auburn (Bronze, 2019)  
Life Care Center of Leominster (Bronze, 2020)  
Life Care Center of Nashoba Valley (Bronze, 2019)  
Life Care Center of Plymouth (Bronze, 2019)  
Life Care Center of Raynham (Silver, 2020)  
Life Care Center of Wilbraham (Bronze, 2020)  
Lighthouse Nursing Care Center (Bronze, 2019)  
Longmeadow of Taunton (Bronze, 2020)  
Mary Ann Morse Healthcare Center (Bronze, 2019)  
North End Rehab. and Healthcare Center (Bronze, 2020)  
North Hill Retirement Community (Bronze, 2020)  
Oakdale Rehab. and Skilled Nursing Center (Silver, 2018)  
The Overlook Health and Rehab. Center (Bronze, 2019)  
Palm Center (Bronze, 2020)  
The Pavilion Rehab. and Nursing Center (Silver, 2019)  
Pine Hills at Kimballs Farms (Silver, 2012)  
Pleasant Bay of Brewster Rehab. Center (Bronze, 2020)  
Seven Hills Pediatric Center (Bronze, 2019)  
Somerset Ridge (Bronze, 2020)  
St. Joseph Rehab. and Nursing Care Center (Bronze, 2018)  
Sunrise at Gardner Park (Bronze, 2018)  
Sunrise of Arlington (Bronze, 2020)  
Sunrise of Burlington (Bronze, 2019)  
Sunrise of Cohasset (Bronze, 2018)  
Sunrise of Lynnfield (Bronze, 2019)  
Sunrise of Wayland (Bronze, 2019)  
Sunrise of Weston (Bronze, 2018)  
Sutton Hill Center (Bronze, 2020)  
Whitney Place AL @ Northbridge (Bronze, 2018)  
Whitney Place ALR at Northborough (Bronze, 2018)  
Willimansett Center East (Silver, 2019)  
Willimansett Center West (Silver, 2018)  
Windsor Skilled Nursing and Rehab. Center (Bronze, 2019)  
Wingate at Harwich (Bronze, 2009)  
Wingate Residences at Boylston Place (Bronze, 2018)  
Wingate Residences at Melbourne (Bronze, 2018)  
Wingate Residences at Needham (Bronze, 2018)  
Wingate Residences of Norton (Bronze, 2018)