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 (2005–2019)
- 2 Massachusetts award applicants in 2016–2019 represent 12,530 jobs, 52 work locations, $2.52 billion in revenues/budgets, and over 248,000 customers served.
- 3 Baldrige examiners from Massachusetts volunteered about $67,000 in services in 2019.

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) 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/) 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.

2012–2019 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 & 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)
Alliance Health at Abbott (Bronze, 2018)
Alliance Health at Abbott (Silver, 2019)
Alliance Health at Baldwinville (Bronze, 2018; Silver, 2019)
Alliance Health at Braintree (Bronze, 2018; Silver, 2019)
Alliance Health at Devereux (Bronze, 2018; Silver, 2019)
Alliance Health at Marina Bay (Bronze, 2018; Silver, 2019)
Alliance Health at Rosewood (Bronze, 2018; Silver, 2019)
Alliance Health at West Acres (Bronze, 2018; Silver, 2019)
Aviv Skilled Nursing & Rehabilitation (Silver, 2017)
Beaumont Rehab. & SNC at Northbridge (Bronze, 2018)
Benchmark Senior Living at the Commons (Bronze, 2018)
Bourne Manor Extended Care Facility (Silver, 2017)
Briarwood Rehab. & Nursing Center (Bronze, 2018)
Buckley Healthcare Center (Silver, 2017)
CareOne at Millbury (Bronze, 2019)
Charlene Manor Extended Care Facility (Bronze, 2019)
Chelsea Jewish Nursing Home (Silver, 2017)
Courtyard Nursing Care Center (Bronze, 2018)
Dexter House HealthCare (Bronze, 2019)
East Longmeadow Skilled Nursing Center (Silver, 2016)
Fairview Commons Nursing & Rehab Center (Bronze, 2019)
Fall River Healthcare (Bronze, 2019)
The Guardian Center (Bronze, 2019)
Hathaway Manor Extended Care Facility (Bronze, 2019)
HillCrest Commons (Silver, 2017)
Holden Rehab. & Nursing Center (Silver, 2017)
Keystone Center (Bronze, 2019)
Kindred Transitional Care & Rehab.—Eagle Pond (Silver, 2016)
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 Nashoba Valley (Bronze, 2019)
Life Care Center of Plymouth (Bronze, 2019)
Life Care Center of Raynham (Bronze, 2019)
Lighthouse Nursing Care Center (Bronze, 2019)
Mary Ann Morse Healthcare Center (Bronze, 2019)
Neville Center at Fresh Pond (Silver, 2016)
Oakdale Rehab. & Skilled Nursing Center (Silver, 2018)
The Overlook Health and Rehabilitation Center (Bronze, 2019)
The Pavilion Rehab. & Nursing Center (Silver, 2019)
Sarah S. Brayton Nursing Care Center (Silver, 2017)
Seven Hills Pediatric Center (Bronze, 2019)
St. Joseph Rehab. & Nursing Care Center (Bronze, 2018)
Sunny Acres Nursing & Rehab. Center (Silver, 2017)
Sunrise Assisted Living of Braintree (Bronze, 2018)
Sunrise at Gardner Park Peabody (Bronze, 2018)
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)
Whitney Place AL @ Northbridge (Bronze, 2018)
Whitney Place ALR at Northborough (Bronze, 2018)
Willimansett Center East (Silver, 2019)
Windsor Skilled Nursing and Rehab Center (Bronze, 2019)
Wingate at Belvidere (Bronze, 2018)
Wingate at Chestnut Hill (Bronze, 2018)
Wingate at Norton (Silver, 2017)
Wingate at Reading (Bronze, 2018)
Wingate at Weston (Bronze, 2018)
Wingate at Worcester (Bronze, 2018)
Wingate Residences at Boylston Place (Bronze, 2018)
Wingate Residences at Brewster (Bronze, 2019)
Wingate Residences at Melbourne (Bronze, 2018)
Wingate Residences at Needham (Bronze, 2018)
Wingate Residences of Norton (Bronze, 2018)
15 Bronze winners, 2016
13 Bronze winners, 2017

Baldrige Performance Excellence Program
National Institute of Standards and Technology • Innovation and Industry Services
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