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 New Jersey

- 14 Baldrige Award applicants from New Jersey (2005–2020)
- 2 New Jersey award applicants in 2018–2020 represent 7,139 jobs, 23 work locations, about $6.8 billion in revenue/budget, and about 203,000 customers served.
- 6 Baldrige examiners from New Jersey volunteered about $135,000 in services in 2020.

New Jersey National Role Models

Ames Rubber Corporation, small business, 1993
AT&T Consumer Communications Services, service, 1994
AtlantiCare, health care, 2009
Robert Wood Johnson University Hospital, health care, 2004
U.S. Army ARDEC, nonprofit, 2007

Success Story

AtlantiCare is a nonprofit health system in southeastern New Jersey with a workforce of about 5,100 people, making it the largest health care provider in the region. The system achieved market advantage with a diverse array of services delivered through a comprehensive distribution network and continues to grow in both system revenues and patient volume.

Highlights
- Top 10% for Centers for Medicare and Medicaid Services patient care measures related to congestive heart failure, acute myocardial infarction, and pneumonia
- Two-time recognition by the American Nurses’ Credentialing Center as a Magnet nursing organization
- Top 100 nationally out of 8,222 Medicare-certified home health care agencies
- Revenue growth from $280 million to $651 million over 8 years, reflecting an 11% compound annual growth rate, compared to a state average of 5.6%

Mid-Atlantic Alliance for 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.

The Mid-Atlantic Alliance for Performance Excellence (MAAPE; http://midatlanticpe.org) is a Baldrige-based awards program serves Pennsylvania, New Jersey, and Delaware. MAAPE is a 501c(3) nonprofit corporation that helps all types of organizations improve their performance and outcomes, including productivity, workforce engagement, competitiveness, and customer and stakeholder satisfaction.
2015–2020 Excellence Award Recipients in New Jersey

**Excellence Award**
Jersey City Medical Center, Barnabas Health
Saint Barnabas Medical Center

**Mastery Award**
Penn Medicine Princeton Health

**Proficiency Award**
Jefferson Health—New Jersey

**Commitment Award**
Kennedy University Hospital
Wireless Telecom Group

**Featured Recipient**

*Jersey City Medical Center*

Jersey City Medical Center is a 316-bed, not-for-profit, full-service hospital in Hudson County, New Jersey. A member of Barnabas Health System, Jersey City Medical Center serves as a regional referral and teaching hospital offering a full spectrum of inpatient and outpatient services including obstetrical, behavioral health, and a myriad of cardiac services. It is the county’s regional emergency medical services provider and 9-1-1 center, and the county’s only state-designated Trauma Center.

**Highlights**

- Leapfrog Patient Safety Score of “A” eight consecutive times, since its inception (1 of 133 hospitals in the nation)
- Magnet Facility for Nursing Excellence

AHCA/NCAL National Quality Award Recipients in New Jersey

The [AHCA/NCAL National Quality Award Program](http://www.nist.gov/baldrige) 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.

- Arbor Ridge Rehab. and Healthcare Center (Bronze, 2020)
- Bridgeway Care and Rehab. Center at Bridgewater (Bronze, 2020)
- Brighton Gardens of Middletown (Silver, 2020)
- Brighton Gardens of Saddle River (Silver, 2020)
- Brighton Gardens of West Orange (Silver, 2019)
- Brightview of Paramus (Bronze, 2019)
- Brightview Tenafly (Bronze, 2019)
- Brookdale Echelon Lakes (Bronze, 2020)
- Brookdale Emerson (Bronze, 2020)
- Brookdale Florence (Bronze, 2020)
- Brookdale Florham Park (Bronze, 2020)
- Brookdale Monroe (Silver, 2019)
- Brookdale Paramus (Bronze, 2019)
- Brookdale West Orange (Bronze, 2019)
- Brookdale Westhampton (Bronze, 2020)
- The Chelsea at Brookfield (Bronze, 2019)
- Christian Health Care Center (Gold, 2019)
- Coral Harbor Rehab. and Healthcare Center (Silver, 2020)
- Inglemoor Care Center (Silver, 2010)
- Juniper Village at Williamstown (Silver, 2019)
- Laurel Brook Rehab. and Healthcare Center (Bronze, 2020)

- North Cape Center (Bronze, 2020)
- Parker and Stonegate (Gold, 2019)
- Ridgewood Center—Genesis (Bronze, 2019)
- Southern Ocean Center (Bronze, 2019)
- Sunrise at West Essex (Bronze, 2019)
- Sunrise of Cresskill (Silver, 2019)
- Sunrise of East Brunswick (Bronze, 2020)
- Sunrise of Edgewater (Silver, 2020)
- Sunrise of Jackson (Silver, 2019)
- Sunrise of Lincroft (Silver, 2019)
- Sunrise of Madison (Silver, 2019)
- Sunrise of Old Tappan (Bronze, 2019)
- Sunrise of Paramus (Silver, 2019)
- Sunrise of Randolph (Silver, 2019)
- Sunrise of Wayne (Bronze, 2020)
- Sunrise of Woodcliff Lake (Bronze, 2020)
- Trinitas/Brother Bonaventure Ext. Care Center (Bronze, 2019)
- Van Dyk Park Place (Bronze, 2020)
- Water’s Edge Healthcare and Rehab. Center (Bronze, 2020)