Baldrige in New Jersey

• 14 Baldrige Award applicants from New Jersey (2005–2019)
• 1 New Jersey award applicant in 2018 represents 3,850 jobs, 20 work locations, $3.8 billion in revenue/budget, and 133,000 customers served.
• 6 Baldrige examiners from New Jersey volunteered about $135,000 in services in 2019.

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), a Baldrige-based award program, serves New Jersey, Delaware, and Pennsylvania. 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. We use the leading-edge Baldrige Criteria for Performance Excellence as the basis for our process and for giving feedback to applicants.
2015–2019 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 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 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.

Allendale Community for Senior Living (Bronze, 2018) Leisure Park Health Care Center (Silver, 2017)
Arbors Care Center (Silver, 2017) New Bridge Medical Center (Bronze, 2018)
Aspen Hills Healthcare Center (Silver, 2017) Park Place Center (Bronze, 2018)
Bridgeway Care & Rehab. Hillsborough (Silver, 2017) Parker @ Stonegate (Gold, 2019)
Brighton Gardens of Edison (Bronze, 2018) Ridgewood Center-Genesis (Bronze, 2019)
Brighton Gardens of West Orange (Silver, 2019) Seacrest Village Nursing & Rehab. Center (Silver, 2017)
Brighton Gardens—Florham Park (Bronze, 2018) Southern Ocean Center (Bronze, 2019)
Brightview at Woodbury Lake (Bronze, 2018) Sunrise at West Essex (Bronze, 2019)
Brightview of Paramus (Bronze, 2019) Sunrise of Cresskill (Silver, 2019)
Brightview Tenafly (Bronze, 2019) Sunrise of Jackson (Silver, 2019)
Brookdale Evesham (Bronze, 2018) Sunrise of Lincroft (Silver, 2019)
Brookdale Hamilton (Bronze, 2018) Sunrise of Madison (Silver, 2019)
Brookdale Monroe (Silver, 2019) Sunrise of Old Tappan (Bronze, 2019)
Brookdale Paramus (Bronze, 2019) Sunrise of Paramus (Silver, 2019)
Brookdale West Orange (Bronze, 2019) Sunrise of Randolph (Silver, 2019)
The Chelsea at Brookfield (Bronze, 2019) Terraces at Seacrest Village (Bronze, 2018)
Christian Health Care Center (Gold, 2019; Silver, 2017) Trinitas/Brother Bonaventure ExtCareCtr (Bronze, 2019)
Coral Harbor Rehab. & Healthcare Center (Bronze, 2018) Troy Hills Nursing & Convalescent Care (Bronze, 2018)
Juniper Village @ Chatham (Bronze, 2018) Van Dyk Manor of Montclair (Bronze, 2018)
Juniper Village at Williamstown (Silver, 2019) Whiting Healthcare Center (Bronze, 2019)
19 Bronze winners, 2017