



# 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.
- 5 Baldrige examiners from New Jersey volunteered about \$112,500 in services in 2020, and 1 Baldrige examiner from New Jersey volunteered about \$22,500 in services in 2022.

## Baldrige Award Recipients in New Jersey

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

### Featured Baldrige Award Recipient



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%

## Baldrige-Based Award Programs Serving New Jersey

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 [Mid-Atlantic Alliance for Performance Excellence](#) (MAAPE), an Alliance for Performance Excellence member, 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.

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.

## 2015–2020 MAAPE 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 MAAPE Award Recipient in New Jersey

### ■ ■ Jersey City Medical Center

### ■ ■ Barnabas Health

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/Recognition Recipients in New Jersey

Arbor Ridge Rehab. and Healthcare Center (Bronze, 2020)

Arbor Terrace Morris Plains (Bronze, 2021)

Aristacare at Parkside (Bronze, 2022)

The Bay at Manahawkin Health and Rehabilitation Center  
(Bronze, 2022)

Bridgeway Care and Rehab. Center at Bridgewater (Silver,  
2022; 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 Evesham (Silver, 2022)

Brookdale Florence (Bronze, 2020)

Brookdale Florham Park (Bronze, 2020)

Brookdale Monroe (Silver, 2019)

Brookdale Paramus (Bronze, 2019)

Brookdale Wayne (Bronze, 2021)

Brookdale West Orange (Bronze, 2019)

Brookdale Westhampton (Bronze, 2020)

Cambridge Rehab. & Healthcare Ctr. (Bronze, 2022)

The Chelsea at Brookfield (Bronze, 2019)

Cheshire Home (Bronze, 2021)

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)

ProMedica Nursing & Rehab.—West Deptford (Bronze,  
2021)

Ridgewood Center—Genesis (Bronze, 2019)

Southern Ocean Center (Silver 2022; Bronze, 2019)

Sunnyside Manor (Bronze, 2021)

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)

## AHCA/NCAL National Quality Award/Recognition Recipients in NJ, continued

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)  
Willow Springs Rehab. & Healthcare Ctr. (Bronze, 2021)

## 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.