Baldrige in North Carolina

- 17 North Carolina applicants for the Baldrige Award (2005–2019)
- 1 North Carolina award applicant in 2016 represents 9,262 jobs, 5 work locations, more than $1.5 billion in revenues/budgets, and more than 2.2 million customers served.
- 10 Baldrige examiners from North Carolina volunteered about $225,000 in services in 2019.

North Carolina National Role Models
Iredell-Statesville Schools, education, 2008
Premier Inc., service, 2006

Success Story
Iredell-Statesville Schools (I-SS) is a K–12 public school system located in southwestern North Carolina within a diverse community and economy. To meet the needs of its 20,900 students, I-SS offers a variety of educational programs delivered in heterogeneously grouped classrooms, two at-risk/behavior schools, and virtual curriculum and early college settings. The system also offers before- and after-school programs, short-term alternative site placement programs, and dual enrollment courses in partnership with a local community college. I-SS considers its 3,416 employees “knowledge assets in achieving organizational learning and improvement.”

Highlights
- Per-pupil operations expenditures among the lowest in North Carolina
- Ranked academically in the state’s top 10 school systems
- 100% of staff positions filled, teacher turnover rate below the state average, and waiting lists for most job openings
- Increase from 64% to 80.7% in cohort graduation rates (the percentage of ninth-grade students who graduate from high school four years later) over 5 years
- Increase in SAT scores from 991 to 1056 over 4 years; increase in state rank from 57th (out of 115 school districts) to 7th over 5 years
Carolina Award for 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.

Based on the Malcolm Baldrige National Quality Award, the North Carolina Award for Excellence (NCAfE; https://www.ies.ncsu.edu/ncafe) is the top state-level recognition presented to an organization that has demonstrated, the highest level of performance excellence by applying the principles of the Baldrige Excellence Framework. NCAfE examiners come from across the state and represent all industry sectors. Most participants complete the training because they want to challenge themselves and contribute in a meaningful way to organizations where they work and the communities where they live. NCAfE partners with the Tennessee Center for Performance Excellence to provide examiner training.

2012–2019 North Carolina Award for Excellence Recipients

| CarePartners Health Services | Duke Regional Hospital |
| CaroMont Health | Lower Cape Fear Hospice & LifeCare Center |
| Cherokee Indian Hospital | Pardee Hospital Southeastern Regional Medical Center |

AHCA/NCAL National Quality Award Recipients in North Carolina

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.

Bradley Creek at Carolina Bay (Bronze, 2019)
Brian Center Southpoint (Silver, 2017)
Capital Nursing & Rehab. Center (Bronze, 2018; Silver, 2019)
Cardinal Healthcare & Rehabilitation Center (Bronze, 2019)
Cross Creek Health Care (Silver, 2018)
Crystal Bluffs Rehab. & Health Care (Silver, 2019)
Davis Health Care Center (Silver, 2019)
Elizabeth City Health & Rehab (Bronze, 2019)
Emerald Ridge Rehab. & Care Center (Silver, 2019)
Five Oaks Rehabilitation (Bronze, 2019)
Franklin Oaks Nursing & Rehab. Center (Silver, 2018)
Graham Healthcare & Rehab. Center (Bronze, 2018)
Laurels of Forest Glenn (Bronze, 2018)
Laurels of Hendersonville (Bronze, 2019)
Lenoir Health Care Center (Bronze, 2018)
Liberty Commons—Alamance (Bronze, 2018)
Liberty Commons—Columbus County (Silver, 2017)
Liberty Commons—Rowan (Silver, 2017)
Lincolnton Rehabilitation Center (Bronze, 2019)
Mapleleaf Health Care (Silver, 2017)

North Carolina State Veterans Home—Fayetteville (Bronze, 2019)
Pavilion Health Center at Brightmore (Bronze, 2019)
Pender Memorial Hospital (Bronze, 2018)
Penn Nursing Center (Bronze, 2018)
Piedmont Crossing (Bronze, 2018)
Pisgah Manor Health Care Center (Bronze, 2018)
PruittHealth—Farmville (Bronze, 2019)
Quail Haven Village (Silver, 2019)
Shoreland Health Care & Retirement Center (Silver, 2019)
Silver Bluff (Bronze, 2019)
Summerstone Health and Rehab Center (Bronze, 2019)
Trinity Glen (Bronze, 2019)
Trinity Grove Wilmington (Bronze, 2018)
Trinity Village (Bronze, 2019)
Universal Health Care—Fletcher (Bronze, 2018)
Wellington Nursing & Rehab. Center (Bronze, 2018)
Wellington Rehabilitation & Healthcare (Silver, 2019)
Westfield Rehab. & Health Center (Silver, 2017)
Westwood Hills Nursing & Rehab. (Silver, 2018)
20 Bronze winners, 2017