



Baldrige in Oregon

- 1 Oregon applicant for the Baldrige Award (2005–2020)
- 1 Oregon award applicant in 2011 represents 3,293 jobs, 3 work locations, \$250 million in revenue/budget, and 550,000 customers served.
- 1 Baldrige examiner from Oregon volunteered about \$22,500 in services in 2021, and 1 Baldrige examiner from Oregon volunteered about \$22,500 in services in 2022.

Baldrige-Based Award Programs Serving Oregon

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.

[Performance Excellence Northwest](#) (PENNW), an Alliance for Performance Excellence, is a regional program affiliated with the national Baldrige Performance Excellence Program. Volunteers comprise the Board of Directors, Panel of Judges, Board of Examiners, Mentors & others. Our 200+ volunteers partner with health care organizations, manufacturers, government agencies, schools, small & large businesses & nonprofits to help them improve overall performance using the renowned national Baldrige Excellence Framework & leading continuous improvement tools.

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.

2017–2020 Performance Excellence Northwest Award Recipients in Oregon

Acumed (Achievement)

AllCare Health (Achievement)

AHCA/NCAL National Quality Award/Recognition Recipients in Oregon

The Arbor at Avamere Court (Bronze, 2020)

Avamere at Albany (Bronze, 2019)

Avamere at Bethany (Bronze, 2021)

Avamere at Cascadia Village (Silver, 2020)

Avamere at Chestnut Lane (Bronze, 2020)

Avamere at Hermiston (Bronze, 2020)

Avamere at Hillsboro Assisted Living Facility (Bronze, 2020)

Avamere at Newberg (Bronze, 2022 and 2020)

Avamere at Oak Park (Bronze, 2020)

Avamere at Park Place (Bronze, 2020)

AHCA/NCAL National Quality Award/Recognition Recipients in Oregon, continued

Avamere at Sandy, Assisted Living (Silver, 2020)	Gresham Post-Acute Care and Rehab. (Bronze, 2019)
Avamere at Sandy, Memory Care (Bronze, 2021)	Hearthstone of Beaverton (Bronze, 2020)
Avamere at Seaside (Bronze, 2020)	Hearthstone at Murrayhill ALF (Bronze, 2022)
Avamere at Sherwood (Bronze, 2019)	Hearthstone at Murrayhill RCF (Bronze, 2022)
Avamere at St. Helens (Silver, 2020)	Hood River Care Center (Bronze, 2019)
Avamere at Waterford ALF (Bronze, 2022)	Lebanon Veterans Home (Silver, 2019)
Avamere Crestview of Portland (Bronze, 2020)	Miramont Pointe (Silver, 2019)
Avamere Rehab. of Clackamas (Bronze, 2019)	Molalla Manor Care Center (Bronze, 2019)
Avamere Rehab. of Eugene (Silver, 2021; Bronze, 2020)	New Friends Memory and Residential Care of Florence (Bronze, 2020)
Avamere Rehab. of Hillsboro (Silver, 2020)	Oregon City Health Care Center (Bronze, 2019)
Avamere Rehab. of Newport (Bronze, 2022)	The Pearl at Kruse Way (Bronze, 2020)
Bend Transitional Care (Bronze, 2022)	Prestige Senior Living Huntington Terrace (Bronze, 2019)
The Dalles Health and Rehab. Center (Bronze, 2019)	Regency Albany (Bronze, 2022)
East Cascade Retirement Community (Bronze, 2020)	Stafford Assisted Living (Bronze, 2019)
French Prairie Nursing and Rehab. Center (Silver, 2021; Bronze, 2019)	Suzanne Elise Assisted Living Community (Silver, 2020)
Green Valley Rehab. Health Center (Silver, 2019)	Willowbrook Terrace (Bronze, 2019)

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.

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