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 Pennsylvania

- 3 Pennsylvania award applicants from 2010 to 2018 represent 15,350 jobs, 39 work locations, $2.3 billion in revenues/budgets, and an estimated 729,000 customers served.
- 15 Baldrige examiners from Pennsylvania volunteered over $337,000 in services in 2018.

Pennsylvania National Role Models

MEDRAD, Inc., manufacturing, 2003 and 2010
Stoner, Inc., small business, 2003
Westinghouse Electric Corp. Commercial Nuclear Fuel Division, manufacturing, 1988

Success Story

MEDRAD has been committed to improving patient outcomes by developing, marketing, and servicing innovative, cost-efficient devices for diagnosing and treating diseases. Sold worldwide to hospitals and medical imaging centers, MEDRAD’s products include fluid injection systems for radiology and cardiology, endovascular devices for the treatment of cardiovascular disease, and equipment for visualization procedures such as computed tomography, magnetic resonance imaging, molecular imaging, and nuclear medicine. MEDRAD, a business of Bayer HealthCare, employs 2,157 people and had roughly $625 million in revenues in 2009.

Highlights

- Revenue growth from about $120 million in 1997 to about $625 million in 2009
- More than 10% increase in gross margin over three years
- Market leader in the United States and Europe for its products
- Consistent 60% or higher Net Promoter Score (a loyalty metric defined by the level of repeat sales and referrals) over 3 years, compared to the 50% or higher for other organizations nationwide.

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 serving Pennsylvania, New Jersey, and Delaware. It helps all types of organizations improve their performance and outcomes. It uses the leading-edge Baldrige Criteria for Performance Excellence as the basis for its process and for giving feedback to applicants.
2012–2018 Keystone Award for Performance Excellence Recipients

Center for Organ Recovery & Education (Excellence)  Dutchland, Inc. (Commitment)
Main Line Health (Excellence)  Higher Images, Inc. (Commitment)
Massaro Construction Group (Excellence)  Liberty Resources, Inc. (Commitment)
Advent Design Corporation (Proficiency)  National Board of Osteopathic Medical Examiners (Commitment)
Conemaugh Health System (Proficiency)  Penn Medicine Department of Radiation Oncology (Commitment)
Greencastle Antrim School District  Southern Huntingdon County School District (Commitment)
Thomas Jefferson University Hospitals (Proficiency)  The Washington Hospital (Commitment)
VA Pittsburgh Healthcare System (Proficiency)  Select Medical (Commitment)
Indiana Regional Medical Center (Mastery)  Susquehanna Township School District (Commitment)
Active Strategy, Inc. (Commitment)  Aria Health (Commitment)
Aria Health (Commitment)  National Board of Osteopathic Medical Examiners (Commitment)
American Society for Quality, Pittsburgh (Commitment)  Penn Medicine Department of Radiation Oncology (Commitment)
Big Brothers Big Sisters Southeastern PA (Commitment)  Select Medical (Commitment)

Featured Recipient

The Center for Organ Recovery & Education (CORE) is one of 58 federally designated not-for-profit organ procurement organizations in the United States. CORE works closely with donor families and designated health care professionals to deliver the gift of hope by coordinating the surgical recovery of organs, tissues and corneas for transplantation. CORE also facilitates the computerized matching of donated organs, tissues and corneas. With integrity and compassion, its goal is to bridge the gap between donor families, health care providers, and transplant recipients so that it may forever transform lives.

AHCA/NCAL National Quality Award Recipients in Pennsylvania

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.

Attleboro Nursing & Rehabilitation Center (Silver, 2017)  Riverstreet Manor (Bronze, 2018)
The Brunswick at Attleboro (Bronze, 2018)  Schuylkill Manor (Bronze, 2017)
The Brunswick at Longstown (Bronze, 2018)  Siemons Lakeview Manor Estate (Silver, 2018)
Chapel Manor Nursing & Convalescent Center (Bronze, 2018)  Somerton Center (Silver, 2017)
The Devon Senior Living (Bronze, 2018)  Sunrise Assisted Living of Paoli (Silver, 2017)
Hanover Hall Nursing & Rehab. Center (Bronze, 2018)  Sunrise Assisted Living of Presque Isle Bay (Silver, 2017)
Juniper Village at Forest Hills (Bronze, 2018)  Sunrise Assisted Living of Westtown (Silver, 2018)
Linwood Center Scranton (Bronze, 2018)  Sunrise of McCandless (Silver, 2018)
ManorCare Health Services—North Hills (Bronze, 2018)  Sunrise Senior Living of Dresher (Silver, 2017)
Naamans Creek Country Manor Boothwyn (Bronze, 2018)  Sunrise Senior Living of Exton (Silver, 2018)
Orwigsburg Center—Genesis Elder Care (Bronze, 2018)  Sunrise Senior Living of Granite Run (Silver, 2018)
Overlook Green (Silver, 2018)  Sunrise Senior Living of Lafayette Hill (Silver, 2018)
The Quadrangle (Bronze, 2018)  Sunrise Senior Living of Lower Makefield (Silver, 2018)
The Quadrangle (Bronze, 2018)  Sunrise Senior Living of Newtown Square (Silver, 2018)
Quality Life Services—Apollo (Silver, 2018)  Sunrise Senior Living of Upper St Clair (Silver, 2018)
Quality Life Services—Mercer (Bronze, 2018)  Wellington Court at Hershey’s Mill (Bronze, 2018)
Quality Life Services—Sarver (Bronze, 2018)  22 additional Bronze winners, 2017