Baldrige in Pennsylvania

- 30 Pennsylvania applicants for the Baldrige Award (2005–2019)
- 3 Pennsylvania award applicants from 2010 to 2019 represent 23,823 jobs, 51 work locations, about $4 billion in revenues/budgets, and an estimated 774,000 customers served.
- 11 Baldrige examiners from Pennsylvania volunteered about $247,500 in services in 2019.

Pennsylvania National Role Models
Center for Organ Recovery & Education (CORE), nonprofit, 2019
MEDRAD, Inc., manufacturing, 2003 and 2010
Stoner, Inc., small business, 2003
Westinghouse Electric Corp. Commercial Nuclear Fuel Division, manufacturing, 1988

Success Story
Located in Pittsburgh, PA, CORE is a nonprofit organ procurement organization (OPO) with a federally designated service area encompassing a population of 5.5 million in western Pennsylvania, West Virginia, and one county in New York. One of 58 independent, nonprofit OPOs designated by the Centers for Medicare and Medicaid Services, CORE’s mission is to save and heal lives through donation.

Highlights
- Performance among the top 10% of the nation’s OPOs from 2014 through 2019
- Satisfaction levels above 90% for all four of CORE’s key customer groups—donor families, transplant centers, corneal transplant surgeons, and tissue processors
- Cost savings of over $300,000 in 2014, over $600,000 in 2018, and over $2.6 million in 2019 as the result of managing operational costs, efficiency, and effectiveness

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.
2012–2019 Keystone Award for Performance Excellence Recipients

Excellence Award
Abington Jefferson Health
Center for Organ Recovery & Education
Main Line Health
Massaro Construction Group

Mastery Award
Indiana Regional Medical Center

Proficiency Award
Advent Design Corporation
Conemaugh Health System
Greencastle Antrim School District
Thomas Jefferson University Hospitals
VA Pittsburgh Healthcare System

Commitment Award
Active Strategy, Inc.
Aria Health
American Society for Quality
Big Brothers Big Sisters Southeastern PA
Dutchland, Inc.
Higher Images, Inc.
HM Health Solutions Information Technology
Liberty Resources, Inc.
National Board of Osteopathic Medical Examiners
Penn Medicine Department of Radiation Oncology
Southern Huntingdon County School District
Select Medical
St. Mary Rehabilitation Hospital
Susquehanna Township School District
The Washington Hospital

Featured Recipient
Abington Jefferson Health (AJH) encompasses Abington Hospital in Abington, Pennsylvania, and Abington–Lansdale Hospital in Hatfield Township, Pennsylvania, as well as a number of outpatient settings in Bucks, Montgomery, and Philadelphia counties. A $1 billion organization, it is growing on average 1% annually in inpatient volume. AJH is committed to the pursuit of professional excellence and is dedicated to go beyond what is required and be recognized as centers of excellence.

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.

Abramson Center for Jewish Life (Bronze, 2019)
The Brunswick at Attleboro (Silver, 2019)
Carbondale Nursing & Rehab. Center (Bronze, 2019)
Edgehill Nursing & Rehabilitation Center (Bronze, 2019)
Lehigh Center (Bronze, 2019)
Lehigh Commons (Bronze, 2019)
Locust Grove Retirement Village (Bronze, 2019)
Luther Ridge at Seiders Hill (Bronze, 2019)
Norriton Square Nursing & Rehab (Bronze, 2019)
Overlook Green (Silver, 2018)
Quality Life Services—Sugar Creek (Bronze, 2019)
Quality Life Services—Apollo (Silver, 2018)
Quality Life Services—Grove City (Bronze, 2019)
Quality Life Services—New Castle (Bronze, 2019)
Siemons Lakeview Manor Estate (Silver, 2018)
Sunrise Assisted Living of Westtown (Silver, 2018)
Sunrise of McCandless (Silver, 2018)
Sunrise Senior Living of Exton (Silver, 2018)
Sunrise Senior Living of Granite Run (Silver, 2018)
Sunrise Senior Living of Lafayette Hill (Silver, 2018)
Sunrise Senior Living of Lower Makefield (Silver, 2018)
Sunrise Senior Living of Newtown Square (Silver, 2018)
Sunrise Senior Living of Upper St. Clair (Silver, 2018)
Towne Manor East (Bronze, 2019)
15 Bronze winners, 2018