Baldrige in Vermont

- 6 Vermont applicants for the Baldrige Award (2005–2018)
- 1 Vermont award applicant in 2010 represents 1,400 jobs, 9 work locations, $250 million in revenues/budget, and more than 100,000 customers served.
- 1 Baldrige examiner from Vermont volunteered over $22,000 in services in 2018.

Northern New England Alliance 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.

The Northern New England Alliance for Excellence (www.nneae.com) was founded in 2012 to join the nonprofit Granite State Quality Council in serving organizations in Vermont, Maine, and New Hampshire. Its mission is to inspire and assist organizations in the achievement of performance excellence. Services include coaching and training, networking and best-practice sharing, and assessment and recognition. As part of the larger Baldrige community, the NNEAE provides access to world-class practices that can be adapted to fit the needs of any business, health care organization, school, or government agency.

Vermont Governor’s Award for Performance Excellence Recipients
BlueCross BlueShield of Vermont
Rutland Regional Medical Center
White River Junction VA Medical Center

Success Story
Vermont’s second-largest hospital offers patients and visitors advanced medical services in a friendly, comfortable environment. Rutland Regional Medical Center strives to be the best community hospital and health system in New England, a vision sought for the health of our community. Founded in 1896, Rutland Regional has grown from a 10-bed hospital on Nichols Street with eight attending physicians into Vermont’s second largest health care facility. Rutland Regional has 188 licensed beds and more than 120 physicians trained in 35 specialty areas. It is fully accredited by the Joint Commission and licensed by the State of Vermont. It is a member of the Vermont Association of Hospitals and Health Systems, the American Hospital Association, and the Voluntary Hospitals of America—New England.
AHCA/NCAL National Quality Award Recipients in Vermont
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.

Allenwood, A Pillsbury Senior Community (Bronze, 2013)  The Manor Inc. (Silver, 2013)
Cedar Hill Health Care (Bronze, 2014)  Starr Farm Nursing Center (Silver, 2013)
Franklin County Rehab. Center (Silver, 2018)  The Villa Rehab. Center (Bronze, 2018)
Holiday House (2017, Bronze)  The Village at Cedar Hill (Bronze, 2013)

Baldrige in the U.S.

- U.S. organizations applying for the Baldrige Award have received 1,724 feedback reports detailing organizational strengths and opportunities for improvement.
- 115 Baldrige Award recipients share their role-model practices with other organizations.
- 2010–2018 applicants represent 641,693 U.S. jobs, 3,072 work sites, more than $166 billion in revenues/budgets, and about 451 million customers served.
- 352 national Baldrige examiners volunteered roughly $7.9 million in services in 2018.
- In 2018, 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,447 organizations using 1,719 volunteer examiners.

Sample Achievements by Baldrige Award Recipients

- Estimated cost savings of $225 million annually through time reductions resulting from process and performance improvements (Lockheed Martin Missiles and Fire Control)
- Growth in revenue from $41 million to $265 million over 10 years (PricewaterhouseCoopers Public Sector Practice)
- Below 1% to zero occurrences of common hospital-acquired infections, as well as patient falls (Castle Medical Center)
- Top 10% of cities nationally for best place to live, best place to work, quality of culture and recreation, availability of job opportunities, air quality, and visual attractiveness (City of Fort Collins)
- Despite rigorous public-school graduation requirements, a 97.4% graduation rate (Pewaukee School District)
- Over 4 years, 100% of customers surveyed would recommend the company to others (Stellar Solutions)
- 99.99% Average Service Availability Index over 3 years, better than all utility, region, and class comparisons (Bristol Tennessee Essential Services)