



Baldrige in Washington

- 6 Washington applicants for the Baldrige Award (2005–2020)
- 2 Washington award applicants in 2011 represent 6,948 jobs, 92 work locations, \$1 billion in revenues/budgets, and 1.7 million customers served.
- 1 Baldrige examiner from Washington volunteered about \$22,500 in services in 2021.

Baldrige-Based Award Programs Serving Washington

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](#) (PENW), an Alliance for Performance Excellence member, is a regional program affiliated with the national Baldrige Performance Excellence Program. Volunteers serve on the board of directors, panel of judges, board of examiners, as well as serving as mentors, among other roles. PENW's 200+ volunteers partner with health care organizations, manufacturers, government agencies, schools, small and large businesses, and nonprofits to help them improve their overall performance using the renowned, national Baldrige Excellence Framework and leading continuous-improvement tools. Additionally, PENW now provides all services previously provided by the Washington State Quality Award.

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.

2016–2020 PENW Award Recipients in Washington

Achievement Award

City of Walla Walla
Mason General Hospital & Family of Clinics
Western State Hospital

AHCA/NCAL National Quality Award/Recognition Recipients in Washington

Americana Health & Rehab. Center (Bronze, 2022)
The Arbor at Bremerton (Bronze, 2019)
Avalon Care Center—Othello (Bronze, 2021)
Avalon Care Center—Pullman (Bronze, 2020)
Avamere at Moses Lake (Bronze, 2020)
Avamere Rehab. of Cascade Park (Bronze, 2019)
Avamere at Port Townsend (Bronze, 2019)

Avamere at South Hill (Bronze, 2021)
Avamere at Wenatchee (Bronze, 2020)
Beacon Hill Rehab. (Bronze, 2019)
Birchview Memory Care Community (Bronze, 2021)
Clarkston Health and Rehab. of Cascadia (Bronze, 2022)
Clearbrook Inn (Bronze, 2020)

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

Daystar Retirement Village (Bronze, 2021)
Landmark Care and Rehabilitation (Bronze, 2022)
Life Care Center of South Hill (Bronze, 2020)
Olympic Alzheimer's Residence (Silver, 2019)
Orchard Crest Retirement and Assisted Living (Bronze, 2019)
Peoples Retirement Community (Bronze, 2020)

Prestige Assisted Living at Richland (Silver, 2020)
Prestige Senior Living at Hearthstone (Bronze, 2020)
Queen Anne Healthcare (Bronze, 2022)
The Ridge (Bronze, 2020)
Sunrise of Lynnwood (Bronze, 2019)
Sunrise of Northgate (Bronze, 2019)
Village Green Retirement Campus (Bronze, 2020)
Where the Heart Is (Bronze, 2021)

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.

Revised March 2023