



Baldrige in West Virginia

- 8 West Virginia applicants for the Baldrige Award (2005–2020)
- 1 West Virginia applicant in 2015 represents 6,779 jobs, 6 work locations, more than \$750 million in revenues/budgets, and more than 323,000 customers served.
- 2 Baldrige examiners from West Virginia volunteered about \$45,000 in services in 2020

Baldrige Award Recipient in West Virginia

Charleston Area Medical Center Health System, health care, 2015



The Charleston Area Medical Center Health System (CAMCHS) operates four hospitals within the Charleston Area Medical Center (CAMC). The system also includes the CAMC Foundation; the CAMC Health and Education Research Institute; document, cancer, weight loss, and physical therapy centers; and the physician clinics of Integrated Health Care Providers, Inc. CAMCHS operates with a revenue of \$956 million and a workforce of just under 7,000 employees (including nearly 800 physicians) and more than 300 volunteers.

Highlights

- Top 5% among local and regional competitors for overall quality in inpatient performance in both 2014 and 2015
- Top 10% for patient safety in 2013 and 2014, according to the Agency for Healthcare Research and Quality's patient safety indicator composite
- Outperformed the top 25% of hospitals nationally in avoiding unnecessary readmissions
- Top 10% nationally for overall outpatient satisfaction in all areas
- Top 10% nationally on the Healthcare Performance Solutions patient focus index
- 5.2% average operating margin since 2011, despite an above-average need for uncompensated care in its service area

Baldrige-Based Award Programs Serving West Virginia

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.

The [Partnership for Excellence](#) (TPE), an Alliance for Performance Excellence member, is Ohio's, Indiana's, and West Virginia's Baldrige-based state awards program. Headquartered in Columbus, Ohio, TPE has a mission to cultivate organizational performance excellence and continuous improvement. TPE assists organizations through self-assessments by evaluating organizational approaches. Its primary product is a comprehensive Baldrige-based organizational assessment that helps leaders better understand and prioritize key strengths and opportunities for improvement. Its highest award is the Platinum-Level Governor's Award for Excellence.

[Communities of Excellence 2026](#), an Alliance for Performance Excellence member, introduces communities to the Baldrige-based Communities of Excellence Framework through its Communities of Excellence Learning Collaborative. The framework promotes collaboration across key sectors and aligns the efforts of the businesses, organizations, school systems, and governmental organizations communitywide to implement and sustain community change.

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.

2014–2020 TPE Award Recipients in West Virginia

Charleston Area Medical Center Health System, Inc. (Governor’s Award for Excellence)

WVU Medicine Camden Clark Medical Center (Gold)

Monongalia Health System (Pioneer)

Communities of Excellence Participant in West Virginia

Kanawha County

AHCA/NCAL National Quality Award/Recognition Recipients in West Virginia

Ansted Center (Bronze, 2020)

Berkeley Springs Center (Bronze, 2019)

Braxton Health Care Center (Silver, 2018)

Bridgeport Health Care Center (Silver, 2018)

The Brier (Bronze, 2018)

Brightwood Center (Bronze, 2020)

Cameron Nursing and Rehab. Center (Silver, 2020)

Cedar Grove Assisted Living (Bronze, 2021)

Fayette Nursing and Rehab. Center (Silver, 2019)

Glenwood Park (Bronze, 2020)

Hampshire Center (Silver, 2019)

Hillcrest Health Care Center (Bronze, 2018)

Lincoln Nursing and Rehab. Center (Silver, 2020)

McDowell Nursing and Rehab. Center (Silver, 2019)

Meadow Garden (Silver, 2018)

Meadowview Manor (Silver, 2020)

Mercer Nursing and Rehab. Center (Silver, 2019)

Morgantown Health and Rehab. Ctr. (Bronze, 2021)

Pine Lodge Center (Bronze, 2020)

Putnam Center (Bronze, 2019)

Raleigh Center (Bronze, 2019)

Roane General Hospital (Bronze, 2019)

Rosewood Center (Bronze, 2020)

Springfield Center (Silver, 2018)

Stonerise Princeton (Silver, 2021)

Taylor Health Care Center (Silver, 2020)

Webster Nursing and Rehab. Center (Silver, 2020)

Willows Center (Bronze, 2022)

Wyoming Nursing and Rehab. Center (Bronze, 2020)

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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