



# Baldrige in Florida

- 24 Florida applicants for the Baldrige Award (2005–2021)
- 1 Florida award applicant in 2016 represents 362 jobs, 17 work locations, about \$26 million in revenues/budgets, and an estimated 39,000 customers served.
- 14 Baldrige examiners from Florida volunteered about \$315,000 in services in 2021, and 7 Baldrige examiners from Florida volunteered about \$157,500 in services in 2022.

## Baldrige Award Recipients in Florida

Baptist Hospital, health care, 2003

City of Coral Springs, nonprofit, 2007

Merrill Lynch Credit Corporation, service, 1997

Studer Group, small business, 2010

### Featured Baldrige Award Recipient



Chartered in 1963 and once known as the “City in the Country,” Coral Springs is located in Broward County in southern Florida. During the 1980s, the city was one of the fastest growing in the nation and now is home to about 132,000 people, making it the 13th-largest city in the state. With an annual budget of \$135 million, the city of Coral Springs has a council-manager form of government with the City Commission serving as the board of directors and the City Manager as chief executive officer, with input from citizens and businesses.

### Highlights

- Maintained “AAA” credit rating for 7 years from all 3 of the nation’s largest bond-rating agencies
- Received Government Financial Officers Association’s Distinguished Budget award for 16 years
- Sustained zero findings on external audits for 11 years
- Achieved ranking in mid- to upper 90th percentile for percentage of residents who are satisfied with city service
- Increased business satisfaction from rate of 76% to 97%
- Decreased crime per 100,000 people by nearly half over 10 years
- Achieved lowest crime rate in the state and 4th lowest in the nation for cities of its size

## Baldrige-Based Award Programs Serving Florida

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 [Florida Sterling Council](#), an Alliance for Performance Excellence member founded in 1992, advocates for and recognizes performance excellence for business, education, health care, manufacturing, and service organizations across Florida and Georgia. It manages the Governor’s Sterling and Georgia Oglethorpe Award.

The [Communities of Excellence Learning Collaborative](#), an Alliance for Performance Excellence member, introduces communities to the Baldrige-based Communities of Excellence Framework. It promotes collaboration across key sectors and aligns the efforts of the businesses, organizations, school systems, and government 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.

## 2013–2021 Florida Sterling Award Recipients

Big Bend Community Based Care, Inc.	Hillsborough County Supervisor of Elections
Cape Coral Hospital	Kids Central, Inc.
City of Tallahassee Underground Utilities and Public Infrastructure	Orange County Public Schools Human Resources Division
Community Health of South Florida, Inc.	Orange County Public Schools Operations Division
Environmental Protection Commission of Hillsborough County	Pinellas County Tax Collector
Florida Department of Health in Bay County	The School District of Palm Beach County Division of Human Resources
Florida Department of Health in Broward County	Tax Collector for Polk County
Florida Department of Health in Collier County	USF Federal Credit Union
Florida Department of Health in St. Johns County	Walton County Tax Collector

## Communities of Excellence Participants in Florida

Coral Gables  
West Kendall

## AHCA/NCAL National Quality Award/Recognition Recipients in Florida

Abbey Delray South (Bronze, 2020)	Gardens Health & Rehab. Center (Silver, 2020)
Apopka Health and Rehabilitation (Bronze, 2022)	Glades West Rehab. & Nursing Center (Silver, 2020)
Avante at Inverness (Bronze, 2020)	The Groves Center (Silver, 2020)
Avante at Leesburg (Bronze, 2022)	Gulf Coast Medical Center SNU (Bronze, 2022)
Avante of Ocala (Silver, 2022)	HealthPark Care & Rehabilitation Center (Silver, 2022; Bronze, 2020)
Avante at Ormond Beach (Bronze, 2022)	Heartland Health Care & Rehabilitation Center of Boca Raton (Bronze, 2020)
Bayview Center (Silver, 2020)	Heartland Health Care Ctr.—N. Sarasota (Bronze, 2020)
Carlton Shores Health & Rehab. Center (Bronze, 2020)	Heartland of Zephyrhills (Bronze, 2020)
Casa Mora Rehab. & Extended Care (Silver, 2020)	Joseph L. Morse Health Center (Bronze, 2022)
Clermont Health & Rehab. Center (Bronze, 2020)	Lakeside Oaks Care Center (Bronze, 2020)
Clifford Chester Sims State Veterans' Nursing Home (Silver, 2020)	The Lakes of Clermont Health & Rehab. (Bronze, 2022)
The Club at Lake Gibson Village (Bronze, 2022)	The Lodge at Cypress Cove (Bronze, 2022)
Consulate Health Care of Port Charlotte (Silver, 2020)	ManorCare Health Services—Delray Beach (Silver, 2022)
Crystal River Health & Rehab. Center (Bronze, 2020)	ManorCare Health Services—Dunedin (Bronze, 2020)
Fernandina Beach Rehab. & Nursing Center (Silver, 2022; Bronze, 2020)	ManorCare Health Services—Venice (Bronze, 2020)
First Coast Health & Rehab. Center (Bronze, 2020)	Morton Plant Rehabilitation Center (Silver, 2022)
Fort Lauderdale Health & Rehab. (Bronze, 2022)	

## AHCA/NCAL National Quality Award/Recognition Recipients in Florida, continued

North Port Rehab. & Nursing Center (Bronze, 2020)	Orchid Cove at Sarasota (Bronze, 2020)
The Oaks at Avon (Bronze, 2020)	Palmetto Subacute Care Center (Bronze, 2022)

Palm Garden of Aventura (Bronze, 2020)  
Palm Vista Nursing and Rehab. Center (Bronze, 2022)  
Pinecrest Rehab. Center (Bronze, 2020)  
Pines of Sarasota (Bronze, 2020)  
Pompano Health & Rehab. Center (Bronze, 2020)  
The Ponce Therapy Care Center (Bronze, 2020)  
Ridgecrest Nursing & Rehab. (Bronze, 2020)  
The Sands at South Beach (Bronze, 2020)  
Sarasota Health & Rehab. Center (Silver, 2020)  
Seaview Nursing & Rehab. Center (Silver, 2020)  
South Heritage Health & Rehab. Center (Bronze, 2020)

Stratford Court of Boca Raton (Silver, 2020)  
Sunrise of Jacksonville (Silver, 2020)  
Tierra Pines Center (Silver, 2020)  
The Tradition of the Palm Beaches (Bronze, 2022)  
Treasure Isle Care Center (Bronze, 2020)  
Viera Health & Rehab. Center (Bronze, 2020)  
The Villa at Carpenters (Silver, 2020)  
Villa at Terracina Grand (Bronze, 2020)  
Williston Care Center (Bronze, 2022)  
Windsor Woods Rehab. & Healthcare Center (Silver, 2022; Bronze, 2020)

St. Andrew Post Acute and Rehab. Ctr. (Bronze, 2022)  
St. James Health & 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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