



Baldridge in Massachusetts

- 11 Massachusetts applicants for the Baldridge Award (2005–2020)
- 2 Massachusetts award applicants in 2016–2020 represent 12,530 jobs, 52 work locations, \$2.52 billion in revenues/budgets, and over 248,000 customers served.
- 3 Baldridge examiners from Massachusetts volunteered more than \$67,000 in services in 2021, and 3 Baldridge examiners from Massachusetts volunteered more than \$67,000 in services in 2022.

Baldridge-Based Award Programs Serving Massachusetts

The [Alliance for Performance Excellence](#) is a nonprofit national network of Baldridge-based organizations with a mission to grow performance excellence in support of a thriving Baldridge community. Alliance members include Baldridge-based programs that use the Baldridge 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 Baldridge Award.

[Partners in Performance Excellence](#), an Alliance for Performance Excellence member, helps organizations across New York, Massachusetts, Connecticut, and Rhode Island become more effective, competitive, and sustainable through the use of the proven Baldridge principles for performance excellence. By providing high-value and personalized assessments, training, benchmarking, networking, and recognition, we enhance the growth of jobs and economic prosperity in our region.

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 Baldridge Performance Excellence Program.

2012–2020 Massachusetts Partners in Performance Excellence Award Recipients

VA Boston Healthcare System (Platinum)

VA New England Healthcare System (Platinum)

Action Ambulance Service, Wilmington (Silver)

Raytheon Integrated Defense Systems, Material Verification and Test Department (Process Excellence)

Featured Recipient of Partners in Performance Excellence Award



VA Boston Healthcare System was formed in 2000 through the integration of facilities in eastern Massachusetts to improve quality of care and reduce the cost of health care for Veterans. VA Boston is a tertiary care facility for the VA New England Healthcare System, consisting of three major campuses as well as five outpatient clinics. With over 4,050 members in its workforce and 2,000 volunteers, VA Boston provides primary, tertiary, secondary, extended care services, and telemedicine to 63,410 individual veterans and has a medical care budget of \$766 million.

Highlights

- Rates above or equal to the HEDIS top decile for pneumococcal immunizations for patients ages 65+ for 5 years as well as for outpatient screenings for colorectal cancer for 3 years and for outpatient screenings for breast cancer for 5 years

- Rates above the top decile of the Hospital Consumer Assessment of Healthcare Providers and Systems for outpatient communication measure “provider shows respect” for 5 years

AHCA/NCAL National Quality Award/Recognition Recipients in Massachusetts

Alliance Health at Abbott (Silver, 2019)
 Alliance Health at Baldwinville (Silver, 2019)
 Alliance Health at Braintree (Silver, 2019)
 Alliance Health at Devereux (Silver, 2019)
 Alliance Health at Marina Bay (Silver, 2019)
 Alliance Health at Rosewood (Silver, 2019)
 Alliance Health at West Acres (Silver, 2019)

Charlene Manor Extended Care Facility (Silver, 2021)
 Life Care Center of Raynham (Silver, 2020)
 Palm Center (Silver, 2022)
 The Pavilion Rehab. and Nursing Center (Silver, 2019)
 Willimansett Center East (Silver, 2019)
 Sunrise of Wayland (Silver, 2021)

In addition, 2 organizations in Massachusetts received Bronze recognition in 2022, 3 organizations received Bronze recognition in 2021, 22 organizations received Bronze recognition in 2020, and 19 organizations received Bronze recognition in 2019.

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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