



### About the Baldrige Performance Excellence Program

Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

## Baldrige in New Jersey

- **12 Baldrige Award applicants from New Jersey (2005–2016)**
- **1 New Jersey award applicant in 2011 represents 8,376 jobs, 49 work locations, \$1 billion in revenue/budget, and 125 million customers served.**
- **9 Baldrige examiners from New Jersey volunteered over \$136,000 in services in 2016.**

### New Jersey National Role Models

AtlantiCare, health care, 2009 (Egg Harbor Township)

U.S. Army ARDEC, nonprofit, 2007 (Picatinny)

Robert Wood Johnson University Hospital, health care, 2004 (Hamilton)

AT&T Consumer Communications Services, service, 1994 (Basking Ridge)

Ames Rubber Corporation, small business, 1993 (Hamburg)

### Success Story



AtlantiCare is a nonprofit health system in southeastern New Jersey with a workforce of about 5,100 people, making it the largest health care provider in the region. The system has achieved market advantage with a diverse array of services delivered through a comprehensive distribution network and continues to grow in both system revenues and patient volume.

### Selected Results

- Top 10% for Centers for Medicare and Medicaid Services patient care measures related to congestive heart failure, acute myocardial infarction, and pneumonia
- Two-time recognition by the American Nurses' Credentialing Center as a Magnet nursing organization
- HomeCare Elite™ status from OCS for more than four years, based on quality outcomes, quality improvement, and financial performance; top 100 nationally out of 8,222 Medicare-certified home health care agencies
- Revenue growth from \$280 million to \$651 million over 8 years, reflecting an 11% compound annual growth rate, compared to a state average of 5.6%; medical center volume increase from about 34,000 to over 56,000 discharges—more than twice the state average

## Mid-Atlantic Alliance for Performance Excellence

The Alliance for Performance Excellence ([www.baldrigepe.org/alliance](http://www.baldrigepe.org/alliance)), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. The Mid-Atlantic Alliance for Performance Excellence (MAAPE; <http://midatlanticpe.org>) is a Baldrige-based awards program serving New Jersey, Delaware, and Pennsylvania. MAAPE is a 501c(3) nonprofit corporation that helps all types of organizations improve their performance and outcomes, including productivity, workforce engagement, competitiveness, and customer and stakeholder satisfaction. It uses the leading-edge Baldrige Criteria for Performance Excellence as the basis for its process and for giving feedback to applicants.

### 2015 Excellence Award Recipient

Jersey City Medical Center, Barnabas Health

#### Success Story

**■ ■ Jersey City Medical Center** Jersey City Medical Center is a 316-bed, not-for-profit, full-service hospital in Hudson County, New Jersey. A member of Barnabas Health System, Jersey City Medical Center serves as a regional referral and teaching hospital offering a full spectrum of inpatient and outpatient services including obstetrical, behavioral health, and a myriad of cardiac services. It is the county's regional emergency medical services provider and 9-1-1 center, and the county's only state-designated Trauma Center.

#### Selected Results

- Leapfrog Patient Safety Score of "A" eight consecutive times, since its inception—1 of 133 hospitals in the nation to do so
- Magnet Facility for Nursing Excellence

## AHCA/NCAL National Quality Award Winners in New Jersey

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.

Bridgeway Care and Rehabilitation Center at Bridgewater (2016, Silver)	Park Crescent Nursing and Rehabilitation (2016, Bronze)
Francis E. Parker at Stonegate (2016, Silver)	Phillipsburg Center (2016, Bronze)
Hunterdon Care Center (2016, Silver)	Shorrock Gardens Care Center (2016, Bronze)
Arbors Care Center (2016, Bronze)	Summit Ridge Center (2016, Bronze)
Armenian Nursing and Rehabilitation Center (2016, Bronze)	Sunrise of Cresskill (2016, Bronze)
Aspen Hills Healthcare Center (2016, Bronze)	Sunrise of Jackson (2016, Bronze)
The Avalon at Hillsborough (2016, Bronze)	Sunrise of Wayne (2016, Bronze)
Brookdale Hillsborough (2016, Bronze)	Sunrise of Woodcliff Lake (2016, Bronze)
Brookdale Wayne (2016, Bronze)	Sunrise Assisted Living of East Brunswick (2016, Bronze)
Brookdale Westampton (2016, Bronze)	Sunrise Senior Living of Morris Plains (2016, Bronze)
Five Star Premier Residences of Teaneck (2016, Bronze)	Sunrise Assisted Living of Paramus (2016, Bronze)
Francis E. Parker at Landing Lane (2016, Bronze)	Sunrise Senior Living of Wall (2016, Bronze)
Francis E. Parker at River Road (2016, Bronze)	Sunrise Senior Living of West Essex (2016, Bronze)
Maple Glen Center, Genesis HealthCare (2016, Bronze)	Tower Lodge Care Center (2016, Bronze)
Mt. Arlington Senior Living (2016, Bronze)	13 Bronze winners, 2015
	Holly Manor Center (2014, Silver)
	4 Bronze winners, 2014