



## 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 (2005–2015)**
- **1 New Jersey award applicant in 2011 represents 8,376 jobs, 49 work locations, \$1 billion in revenue/budget, and 125 million customers served.**
- **11 Baldrige examiners from New Jersey volunteered over \$167,000 in services in 2015.**

## 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

## Vision of Performance Excellence

The Alliance for Performance Excellence (<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. New Jersey is served by the Vision of Performance Excellence Program (<http://www.visionofperformanceexcellence.org/>), a multistate award program run by the Excellence in Missouri Foundation.

## 2015 Vision of Performance 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 Excel

## 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.

Avalon at Bridgewater (2015, Bronze)  
Berkeley Heights Nursing & Rehabilitation Center (2015, Bronze)  
Brookdale Echelon Lake (2015, Bronze)  
Christian Health Care Center (2015, Bronze)  
Clark Nursing and Rehabilitation Center (2015, Bronze)  
Elmora Hills Healthcare & Rehabilitation Center (2015, Bronze)  
Emeritus at Cape May (2015, Bronze)  
Inglemoor Center (2015, Bronze)  
Hunterdon Care Center (2015, Bronze)  
Leisure Park Health Center (2015, Bronze)

Oak Ridge Rehabilitation & Nursing Center (2015, Bronze)  
Seacrest Village Nursing and Rehabilitation (2015, Bronze)  
Willow Creek Rehab and Care Center (2015, Bronze)  
Holly Manor Center (2014, Silver)  
Bridgeway Care and Rehabilitation Center at Bridgewater (2014, Bronze)  
Bridgeway Care and Rehabilitation Center at Hillsborough (2014, Bronze)  
Broadway House for Continuing Care (2014, Bronze)  
Holy Name Friary (2014, Bronze)