



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 Washington

- **6 Washington applicants for the Baldrige Award (2005–2015)**
- **2 Washington award applicants in 2011 represent 6,948 jobs, 92 work locations, \$1 billion in revenues/budgets, and 1.7 million customers served.**
- **11 Baldrige examiners from Washington volunteered over \$167,000 in services in 2015.**

Performance Excellence Northwest

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. Performance Excellence Northwest (<http://www.wsqa.net/>) is a nonprofit organization focused on providing products and services to develop business excellence capabilities within organizations, individuals, and communities located in the Pacific Northwest using the Baldrige Excellence Framework and leading continuous improvement tools. We partner with leaders to help them build relationships that bring information, resources, knowledge, and best practices to their organizations.

2011–2015 Performance Excellence Northwest Award Recipients in Washington

Del Norte Credit Union (Leadership Award)
MultiCare Health System (Leadership Award)
Yakima Valley Memorial Hospital (Achievement Award)
King County Department of Assessments (Commitment Award)
Whitewater Creek, Inc. (Commitment Award)

Success Story



PeaceHealth St. Joseph Hospital, located in Bellingham, has evidenced strong clinical care deployment through its vision of ensuring safe, evidence-based, compassionate care every time, every touch. Care teams of physicians, nurses, and others are formed at the onset to develop and manage an individualized care plan for their patients. To meet the needs of the community, PeaceHealth St. Joseph has created the Critical Junctures Institute in partnership with Western Washington University.

Selected Results

- High scores in independent studies of patient safety and patient experience
- Lowest readmission rates in the state for heart attack and pneumonia patients; fourth-lowest rate for heart failure patients

AHCA/NCAL National Quality Award Winners in Washington

The [AHCA/NCAL National Quality Award Program](#) 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.

Discovery Nursing and Rehab (2015, Silver)	Whitman Health and Rehabilitation Center (2015, Bronze)
High Point Village (2015, Silver)	Royal Park Care Center (2014, Silver)
Life Care Center of Kirkland (2015, Silver)	Sequim Health and Rehabilitation (2014, Silver)
ManorCare Health Services Lynnwood (2015, Silver)	Columbia Crest Center (2014, Bronze)
Park Ridge Care Center (2015, Silver)	Country Meadow Village (2014, Bronze)
Riverside East Retirement and Assisted Living (2015, Silver)	El Dorado West (2014, Bronze)
Alaska Gardens Health & Rehabilitation Center (2015, Bronze)	Emeritus at Lynnwood (2014, Bronze)
Americana Health & Rehab (2015, Bronze)	Everett Care and Rehabilitation Center (2014, Bronze)
Bremerton Health and Rehabilitation Center (2015, Bronze)	Expressions at Enumclaw (2014, Bronze)
Burien Nursing and Rehabilitation Center (2015, Bronze)	Forest Ridge Health and Rehabilitation (2014, Bronze)
Canterbury House (2015, Bronze)	Harbor Place at Cottessmore (2014, Bronze)
Cascade Park Care Center (2015, Bronze)	Harbor Tower Village (2014, Bronze)
Channel Point Village (2015, Bronze)	High Point Village (2014, Bronze)
Enumclaw Health and Rehabilitation Center (2015, Bronze)	Lake Ridge Alzheimer's Care Center (2014, Bronze)
Frontier Rehabilitation and Extended Care Center (2015, Bronze)	Merry Haven Care Center, LLC (2014, Bronze)
Grandview Village (2015, Bronze)	Mill Ridge Village Retirement and Assisted Living (2014, Bronze)
Harmony House Health Care Center (2015, Bronze)	Monroe House Senior Living Community (2014, Bronze)
Health and Rehabilitation of North Seattle (2015, Bronze)	Nikkei Manor (2014, Bronze)
Highland Health and Rehabilitation (2015, Bronze)	North Auburn Rehabilitation and Health Center (2014, Bronze)
Island Health and Rehab (2015, Bronze)	Olympic Alzheimer's Residence (2014, Bronze)
Landmark Care & Rehabilitation (2015, Bronze)	Park View Villas (2014, Bronze)
North Cascades Health & Rehabilitation (2015, Bronze)	Prestige Assisted Living at Hazel Dell (2014, Bronze)
Pacific Specialty and Rehabilitation (2015, Bronze)	Prestige Care & Rehabilitation—Burlington (2014, Bronze)
Park Royal Health & Rehabilitation Center (2015, Bronze)	Prestige Care & Rehabilitation—Grandview (2014, Bronze)
Peoples Retirement Community (2015, Bronze)	Prestige Care & Rehabilitation—Pinewood Terrace (2014, Bronze)
Prestige Care & Rehabilitation (2015, Bronze)	Riverside East Retirement and Assisted Living (2014, Bronze)
Prestige Care and Rehabilitation Parkside (2015, Bronze)	RiverWest Retirement (2014, Bronze)
Puyallup Nursing and Rehabilitation Center (2015, Bronze)	Selah Care & Rehabilitation (2014, Bronze)
Riverside Health and Rehabilitation Center (2015, Bronze)	Sharon Care Center (2014, Bronze)
Rock Cove Assisted Living (2015, Bronze)	Spiritwood at Pine Lake (2014, Bronze)
Seattle Medical Post Acute Care (2015, Bronze)	Sunshine Terrace/House (2014, Bronze)
Shelton Health and Rehabilitation (2015, Bronze)	Park Ridge Care Center (2013, Bronze)
Sunshine Gardens (2015, Bronze)	Fir Lane Health & Rehab (2013, Bronze)
Talbot Center for Rehabilitation and Healthcare (2015, Bronze)	Royal Park Care Center, LLC (2013, Bronze)
	Summer Hill Assisted Living (2013, Bronze)
	Toppenish Nursing and Rehab (2013, Bronze)