



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 West Virginia

- **8 West Virginia applicants for the Baldrige Award (2005–2015)**
- **1 West Virginia applicant in 2015 represents 6779 jobs, 6 work locations, more than \$750 million in revenues/budgets, and more than 323,000 customers served.**
- **2 Baldrige examiner from West Virginia volunteered over \$30,000 in services in 2015.**

West Virginia National Role Model

Charleston Area Medical Center Health System (2015)

Success Story



The Charleston Area Medical Center Health System (CAMCHS) operates four hospitals within the Charleston Area Medical Center (CAMC). The system also includes the CAMC Foundation; the CAMC Health and Education Research Institute; document, cancer, weight loss, and physical therapy centers; and the physician clinics of Integrated Health Care Providers, Inc. CAMCHS operates with a revenue of \$956 million and a workforce of just under 7,000 employees (including nearly 800 physicians) and more than 300 volunteers.

Selected Results

- Top 5% among local and regional competitors for overall quality in inpatient performance in both 2014 and 2015
- Top 10% for patient safety in 2013 and 2014, according to the Agency for Healthcare Research and Quality's patient safety indicator composite
- Outperformed the top 25% of hospitals nationally in avoiding unnecessary readmissions
- Top 10% nationally for overall outpatient satisfaction in all areas
- Top 10% nationally on the Healthcare Performance Solutions patient focus index
- 5.2% average operating margin since 2011, despite an above-average need for uncompensated care in its service area

The Partnership for 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. The Partnership for Excellence (TPE; <http://www.thepartnershipforexcellence.org>) is Ohio, Indiana, and West Virginia's Baldrige-based state awards program. A volunteer-driven, 501(c)3 member organization, its mission is to cultivate performance excellence and continuous improvement among business, education, government, health care, and nonprofit organizations.

2014 West Virginia Award for Excellence Winner

Charleston Area Medical Center Health System, Inc., 2014 (Platinum)

AHCA/NCAL National Quality Award Winners in West Virginia

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.

Clay Health Care Center (2015, Silver)	Springfield Center (2015, Bronze)
E. A. Hawse Nursing and Rehabilitation Center (2015, Silver)	The Summit at Hidden Valley (2015, Bronze)
Wayne Nursing and Rehabilitation Center (2015, Silver)	Teays Valley Center (2015, Bronze)
Willows Center, Genesis Healthcare (2015, Silver)	Summers Nursing and Rehabilitation Center (2014, Silver; 2013, Bronze)
Brightwood Center, Genesis HealthCare (2015, Bronze)	Cameron Nursing and Rehabilitation Center (2014, Bronze)
Cabell Health Care Center (2015, Bronze)	CareHaven of Pleasants (2014, Bronze)
Fayette Nursing & Rehabilitation (2015, Bronze)	Peterson Rehabilitation Hospital and Geriatric Center (2014, Bronze)
Hilltop Center, Genesis HealthCare (2015, Bronze)	Webster Nursing and Rehabilitation Center LLC (2014, Bronze)
Lincoln Nursing and Rehabilitation Center (2015, Bronze)	Wyoming Nursing & Rehabilitation Center (2014, Bronze)
McDowell Nursing & Rehabilitation Center (2015, Bronze)	Clarksburg Nursing and Rehabilitation Center (2013, Silver)
Mercer Nursing and Rehabilitation Center (2015, Bronze)	
Ravenswood Village (2015, Bronze)	

Baldrige in the U.S.

- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.**
- **U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.**
- **102 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.**
- **349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.**
- **In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.**