



Journey to Excellence: How Baldrige Health Care Leaders Succeed

Kathleen J. Goonan, MD, Joseph A. Muzikowski, and Patricia K. Stoltz

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This book is based on several years study of the nine Baldrige Award winners from health care. It describes how these organizations approached their Baldrige journey and what other health care leaders should do to reap similar benefits. To fully understand the journey for these nine organizations and their return on investment, the authors studied each of their 50-page award applications, presentations at national and regional meetings, and other publications by or about them. Additionally and most importantly, CEOs and other senior leaders were interviewed at length. The questions asked of these leaders followed three basic themes: How did you successfully use the Baldrige framework to drive improvement? What would you recommend other organizations do to gain the value you have from a Baldrige journey? What can we learn from you that would help other organizations manage their improvement journeys to maximize the value they gain?

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