

**FOR IMMEDIATE RELEASE:**

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**EXCELLENCENORTH ALLIANCE RECOGNIZES  
BRISTOL HEALTH FOR ITS DEMONSTRATION OF PERFORMANCE EXCELLENCE**

**MANCHESTER, N.H.** –ExcellenceNorth Alliance (ENA) in partnership with Partners in Performance Excellence (PiPEX) announced today that Bristol Health (BH) located in Bristol Connecticut has earned a Silver Recognition in the 2020 ENA Baldrige-based Awards and Recognition Program. BH is an integrated Healthcare System offering a complete range of patient services including hospital and specialty health services, home and hospice care, skilled nursing, and emergency medical services.

Bristol Health has received this recognition in part for demonstrating a system-wide commitment to safety, high reliability, transparency, and the community it serves. This commitment is built on a culture of *Communication, Accountability, Respect, and Empathy* and implemented through BH's *Rock Excellence Journey*, incorporating strategic performance improvement methodologies and continuous assessment to identify improvements. Both the culture and Journey connect with the vision to advance the health of the community by providing integrated, innovative, and individualized care.

The Recognition process evaluates an organization's strengths and improvement opportunities against the internationally recognized Baldrige Framework for Performance Excellence which represents the leading edge of validated leadership and performance practice. Earning the Silver level of recognition involves the submission of an application for evaluation by a team of volunteers trained in the Baldrige Framework. The volunteer "examiners" also conduct interviews with the applicant to better understand the organization's strategy, operations, and results. Applicants receive a confidential feedback report with strengths and opportunities to support continued improvement based on world-class best practices identified in the Framework.

Anne Warner, Executive Director of ENA said, "We congratulate Bristol Health on earning this Silver level recognition. The fact that this healthcare system opted to continue the evaluation during the COVID-19 pandemic further reflects a significant commitment to excellence in all aspects of its operations. We identified many examples that verify how the *Rock Excellence Journey* prepared BH to adapt and respond to the virus. Lessons learned during this time are being shared throughout the system to enhance daily operations and to prepare for the future." Bristol Health is being formally recognized on July 15<sup>th</sup> at its campus.

ExcellenceNorth Alliance is the region's nonprofit provider of customized expertise in the Baldrige methodology and other systematic approaches. ENA has a forward-looking focus to help Northern New England organizations and communities achieve their goals as the rate of change and disruption continues to dramatically increase across all business sectors.

Partners in Performance Excellence ([www.partnerspex.org](http://www.partnerspex.org)) is the nonprofit provider Baldrige-based services to organizations in Massachusetts, New York, Connecticut, and Rhode Island.

For more information about the recognition process, becoming an Awards Examiner, or about ENA, visit [www.excellencenorth.org](http://www.excellencenorth.org) or contact the executive director at 603-321-1046 or [anne@excellencenorth.org](mailto:anne@excellencenorth.org). For more information on Bristol Health and its *Rock Excellence Journey* contact Chris Boyle ([CBoyle@bristolhospital.org](mailto:CBoyle@bristolhospital.org) 860-585-3887)

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