

SCORE	Baldrige RESULTS Scoring Guidelines (HEALTH CARE Actionable Version)
0% or 5%	<ul style="list-style-type: none"> ▪ There are no organizational PERFORMANCE RESULTS or poor RESULTS in areas reported. ▪ TREND data either are not reported or show mainly adverse TRENDS. ▪ Comparative information is not reported. ▪ RESULTS are not reported for any areas of importance to your organization's KEY MISSION or business requirements.
10%, 15%, 20%, or 25%	<ul style="list-style-type: none"> ▪ A few organizational PERFORMANCE RESULTS are reported; there are some improvements and/or early good PERFORMANCE LEVELS in a few areas. ▪ Little or no TREND data are reported, or many of the TRENDS shown are adverse. ▪ Little or no comparative information is reported. ▪ RESULTS are reported for a few areas of importance to your organization's KEY MISSION or business requirements.
30%, 35%, 40%, or 45%	<ul style="list-style-type: none"> ▪ Improvements and/or good PERFORMANCE LEVELS are reported in many areas addressed in the Item requirements. ▪ Early stages of developing TRENDS are evident. ▪ Early stages of obtaining comparative information are evident. ▪ RESULTS are reported for many areas of importance to your organization's KEY MISSION or business requirements.
50%, 55%, 60%, or 65%	<ul style="list-style-type: none"> ▪ Improvement TRENDS and/or good PERFORMANCE LEVELS are reported for most areas addressed in Item requirements. ▪ No pattern of adverse TRENDS and no poor PERFORMANCE LEVELS are evident in areas of importance to your organization's KEY MISSION or business requirements. ▪ Some TRENDS and/or current PERFORMANCE LEVELS—evaluated against relevant comparisons and/or BENCHMARKS—show areas of good to very good relative PERFORMANCE. ▪ Organizational PERFORMANCE RESULTS address most KEY CUSTOMER, market, and PROCESS requirements.
70%, 75%, 80%, or 85%	<ul style="list-style-type: none"> ▪ Current PERFORMANCE LEVELS are good to excellent in most areas of importance to the Item requirements. ▪ Most improvement TRENDS and/or current PERFORMANCE LEVELS have been sustained over time. ▪ Many to most reported TRENDS and/or current PERFORMANCE LEVELS—evaluated against relevant comparisons and/or BENCHMARKS—show areas of leadership and very good relative PERFORMANCE. ▪ Organizational PERFORMANCE RESULTS address most KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements.
90%, 95%, or 100%	<ul style="list-style-type: none"> ▪ Current PERFORMANCE LEVELS are excellent in most areas of importance to the Item requirements. ▪ Excellent improvement TRENDS and/or consistently excellent PERFORMANCE LEVELS are reported in most areas. ▪ Evidence of industry and BENCHMARK leadership is demonstrated in many areas. ▪ Organizational PERFORMANCE RESULTS fully address KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements.

Note: Click on a CAPITALIZED word or letter to go to its definition in the ACTIONABLE version of the Baldrige Health Care Scoring Guidelines. Although the words are the same, it should not be viewed as endorsed by NIST.