

## Crosswalk of changes in Baldrige Criteria for 2011-2012

Updated 2011 Criteria Item	Former location (2009-2010) plus and minus changes
P.1a(1) P.2a(2)	P.1a(1) <b>plus relative importance</b> P.1b3 manage suppliers to 6.2b(3) P.2a(2) minus principal factors P.2b <b>plus societal responsibility</b>
1.1a(3)	1.1a(3) plus positive experience previously (3.1b1) (culture) and 1.1a(4) (patient safety)
1.1b(2)	1.1b(2) minus performance measures
1.2a(2)	1.2a(2) <b>plus executive compensation</b>
1.2c(1)	1.2c(1) <b>plus contribution (rather than consideration of) to environmental, social, and economic systems</b>
2.1a(2)	2.1a(2) <b>plus economy and performance projections</b> (from previous scoring guidelines)
2.1b(2)	2.1b(2) <b>plus ability to adapt to sudden shifts in market conditions</b>
2.2a(1)	2.2a(1) plus strategic objectives plus action plan development from 2.2a(2)
2.2a(2)	2.2a(2) minus action plan development
2.2a(2)	2.2a(5)
2.2a(4)	2.2a(6)
2.2a(4)	2.2a(4)
2.2a(5)	2.2b minus determination of projections 2.1a(2)
2.2a(6)	
2.2b	
3.1a(1)	3.2a(1) <b>plus social media</b>
3.1a(2)	3.2a(2)
3.1b(1)	3.2b(1) minus aggregation and analysis of data
3.1b(2)	3.2b(2) minus use
3.1b(3)	3.2b(3) minus aggregation and analysis of data
3.2a(1)	3.1a(1) <b>plus identification of service offerings requirements and new markets</b>
3.2a(2)	3.1a(2) <b>plus provide feedback</b>
3.2a(3)	3.2c(1)
3.2a(4)	3.2c(3)
3.2b(1)	3.1b(2) <b>plus market and retain</b>
3.2b(2)	3.2a(3) minus aggregation and analysis of complaints
4.1a(3)	New from Cat 3
4.1a(4)	4.1a(3) minus keeping performance measurement system current
4.1b	4.1b <b>plus use of performance measures and financial health</b>
4.1c(1)	<b>New</b>
4.1c(2)	2.2b
4.1c(3)	4.1c minus breakthrough
4.2b(2)	4.2b(2) <b>plus continued availability to serve patients, stakeholders, and organizational needs</b>

Updated 2011 Criteria Item	Former location (2009-2010) plus and minus changes
5.1a(1)	5.2a(1)
5.1a(2)	5.2a(2)
5.1a(3)	5.2a(3) minus agility
5.1a(4)	5.2a(4) <b>plus preparation for workplace growth</b>
5.1b(1)	5.2b(1) <b>plus accessibility</b>
5.1b(2)	5.2b(2)
5.2a(1)	5.1a(1)
5.2a(2)	5.1a(2)
5.2a(3)	5.1a(3)
5.2b(1)	5.1c(1)
5.2b(2)	5.1c(2)
5.2c(1)	5.1b(1 and 2) minus breadth of opportunities plus senior leaders
5.2c(2)	5.1b(3)
5.2c(3)	5.1b(4) minus leadership segments
6.1a(1)	6.1a(1) and 6.1a(2)
6.1a(2)	<b>New</b>
6.1b(1)	<b>New</b>
6.1b(2)	6.2b(3) <b>change system vs process plus unintended harm</b>
6.2a(2)	6.1b(2) minus input sources
6.2b(1)	6.2b(1) <b>plus processes relation to work systems</b> minus input sources
6.2b(3)	<b>New</b> and from P.1b3
6.2b(4)	6.2c minus link to performance reviews in 4.1 and sharing improvements and lessons learned.
7.1b(1)	7.5a(2)
7.1b(2)	7.5a(1)
7.1c	7.6a(1)
7.3a(1)	7.4a(3)
7.3a(2)	7.4a(4)
7.3a(3)	7.4a(1)
7.3a(4)	7.4a(2)
7.4a(1)	<b>New</b>
7.4a(2)	7.6a(2)
7.4a(3)	7.6a(3)
7.4a(4)	7.6a(4)
7.4a(5)	7.6a(5)
7.5a(1)	7.3a(1)
7.5a(2)	7.3a(2)

Red highlight – new area to address

