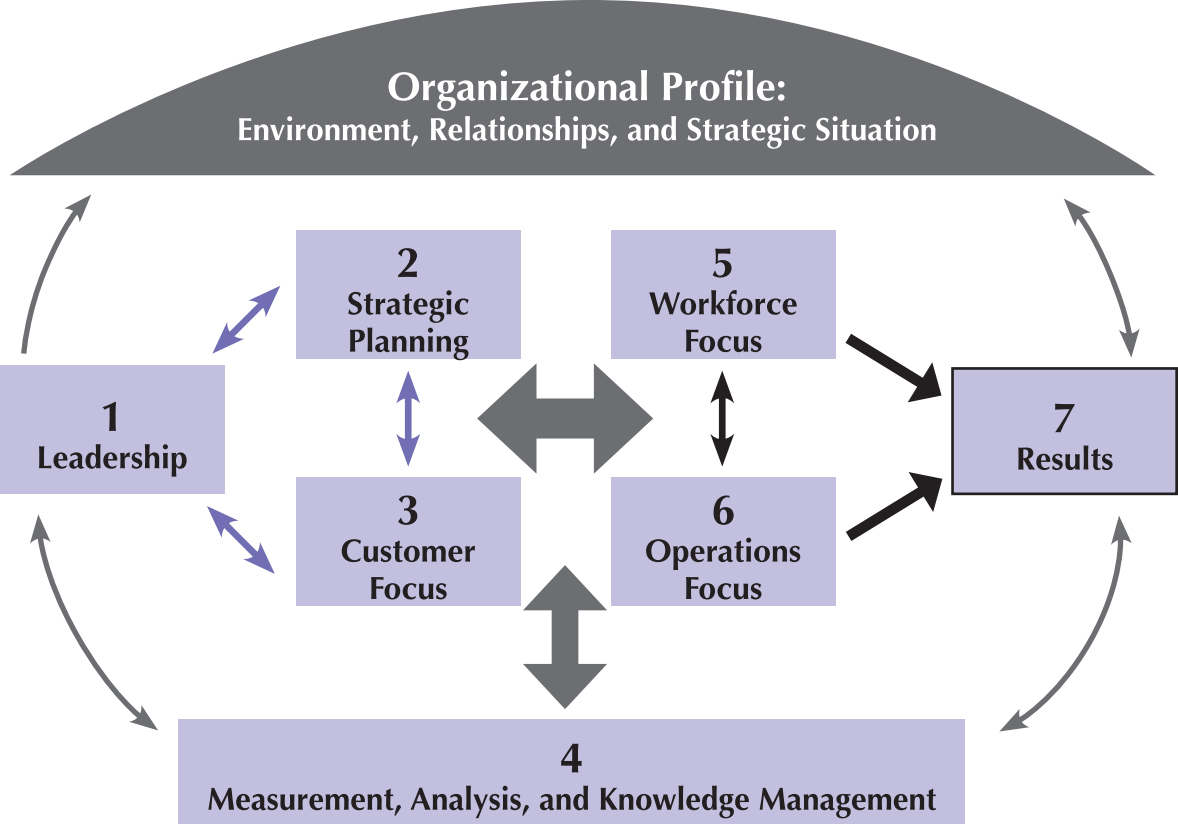

From Baldrige Performance Excellence Program, *2013, 2013–2014 Health Care Criteria for Performance Excellence* (Gaithersburg, MD: U.S. Department of Commerce, National Institute of Standards and Technology, http://www.nist.gov/baldrige/publications/hc_criteria.cfm).