

**DAVID HUFFSTUTLER
PRESIDENT AND CEO**



**Acceptance Speech
Malcolm Baldrige National Quality Award Ceremony
As Prepared for Delivery, April 12, 2015**

Thank you, Under Secretary May.

And thank you also to Deputy Secretary Andrews and Foundation Chair George Benson.

It is my privilege to be here this evening to represent St. David's HealthCare, including:

- our partner organizations—HCA, St. David's Foundation and Georgetown Health Foundation;
- the community members who serve on our hospital boards; and
- the 8,100 employees and more than 2,000 medical staff members at St. David's HealthCare – most of whom are back in Austin caring for and serving our patients.

If it weren't for every one of these individuals and their unwavering commitment to excellence, we wouldn't be here today.

For the past few years, St. David's HealthCare has been using the Baldrige Criteria for Performance Excellence to improve as an organization.

This has been an extraordinary journey as we have all come together around a unified goal of becoming a better healthcare system.

When we began our Baldrige journey several years ago, none of us could have predicted how it would shape and improve our organization.

Going through the Baldrige process has been truly transformational for us, and it continues to make us better.

That's really what the Malcolm Baldrige National Quality Award is all about. It's about measuring ourselves against the highest-performing organizations in the nation and applying what we learn along the way to help us improve. And, I want to recognize the Baldrige program staff and the examiner teams for the assessments and feedback that you have provided to us over the years to help us get better.

As I think about what we do every day in healthcare, I'm reminded that our work is an incredible responsibility... because people trust us, and they depend on us.

Every day, we get to be part of caring for others when they need it most. And, we're there for them during life's most defining moments – at times when they are the most vulnerable.

And, during those moments, they want the very best from us – and they deserve the very best.

Like the other organizations that are being honored here today, we didn't embark on this ambitious journey for the award's sake.

It was never about an accolade.

It was about the learning, refinement and accountability the Baldrige process brings to our organization that, in the end, helps us better care for and serve our patients, their families and the community.

We knew that adhering to the incredibly rigorous standards for performance for which the Baldrige Award is known would help us become a better organization.

It's humbling to be recognized as a role model for organizations across the country because, as we all know "to whom much is given, much is expected."

We all recognize that with this designation comes tremendous responsibility, and we welcome the opportunity to share our story with others, even as we continue to learn.

Our vision at St. David's HealthCare is to be "the finest care and service organization in the world," so we are going to continue to raise the bar and push ourselves to be the very best – for our patients, our physicians, our employees and for our community.

Performance improvement never ends.

Aristotle once said "We are what we repeatedly do. Excellence, then, is not an act, but a habit."

I want to thank the Baldrige program for helping us to instill the habit of excellence in our organization.

We are better because of it – and we thank you for this exceptional honor.