

HR 9107

2004

House Resolution

A resolution recognizing Baptist Hospital, Inc., of Pensacola.

WHEREAS, on March 9, 2004, Baptist Hospital, Inc., of Pensacola, a health care network comprised of Baptist Hospital, Gulf Breeze Hospital, and Baptist Medical Park, was presented the prestigious Malcolm Baldrige National Quality Award by the President of the United States, to become one of only seven recipients nationwide for the current year and only the second health care entity to be so recognized since the award was established by Congress in 1987, and

WHEREAS, in meeting the stringent standards necessary to qualify for this coveted award, this faith-based institution was not only recognized nationally as an outstanding world-class management system, but received confirmation of the progress it had made toward its own objective of transforming itself from being a merely good health care provider to becoming a superior health care provider, and

WHEREAS, as efforts were begun during the 1990's to improve services and optimize the quality of patient care, patient satisfaction began to rise and by 1997 Baptist Hospital scored in the 99th percentile on quarterly surveys of patient satisfaction among more than 800 hospitals throughout the nation, a rating it continues to enjoy today, while patient care is at its very highest level, and

WHEREAS, an important effect and a contributing factor in the success of Baptist Hospital's commitment to improve services is that employee satisfaction has risen and remains consistently

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30 | high, as evidenced by Fortune Magazine's naming of the
 31 | organization as one of the "100 Best Places to Work for in
 32 | America" for each of the past three years, NOW, THEREFORE,

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 34 | Be It Resolved by the House of Representatives of the State of
 35 | Florida:

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 37 | That the House of Representatives congratulates Baptist
 38 | Hospital, Inc., of Pensacola as the first health care provider
 39 | in the state, as well as the first Florida-based organization,
 40 | to receive the prestigious Malcolm Baldrige National Quality
 41 | Award, a singular achievement that brings great pride and honor
 42 | to the citizens of Florida and provides a model of continuing
 43 | excellence that all would do well to emulate.

44 | BE IT FURTHER RESOLVED that a copy of this resolution be
 45 | presented to Al Stubblefield, Chief Executive Officer of Baptist
 46 | Hospital, Inc., of Pensacola, as a tangible token of the
 47 | sentiments expressed herein.