



FOR IMMEDIATE RELEASE
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Rutland Regional Medical Center - 2009 Recipient of the Governor's Award for Performance Excellence

Rutland, VT – Vermont Council for Quality announced today that Rutland Regional Medical Center has achieved the 2009 Governor's Award for Performance Excellence. Rutland Regional Medical Center will be honored at Vermont Council for Quality's 12th Annual Recognition and Award Ceremony on May 21, 2010 at Lake Morey Resort in Fairlee, Vermont.

“Rutland Regional Medical Center is proud to have achieved the Governor's Award for Performance Excellence. This displays the caliber of staff and commitment to provide quality patient care we have at our organization. Through all of our hard work and dedication we have reached another milestone in our Journey to Excellence.” Said Thomas W. Huebner, President, Rutland Regional Medical Center.

The Governor's Award for Performance Excellence recognizes organizations in Vermont that successfully achieve performance excellence within their management systems and operations. Award recipients are evaluated by an independent board of Vermont Performance Excellence Examiners in seven areas: leadership; strategic planning; customer focus; measurement, analysis and knowledge management; workforce focus; process management; and results. The evaluation process includes approximately 1,000 hours of review and an on-site visit by a team of volunteer examiners to clarify questions and verify information in an organizational self-assessment application.

“The Governor's Award for Performance Excellence is the highest level of recognition for an organization that demonstrates outstanding performance, achievement, and results in Vermont. The Vermont Program for Performance Excellence is proud to honor Rutland Regional Medical Center for their role model status by continuously improving their processes and systems through the use the Performance Excellence Criteria. Rutland Regional Medical Center demonstrates that using a proven, systematic framework for excellence will help to ensure their sustainability and meet the challenges in health care. We are pleased to recognize their

commitment and dedication to performance excellence,” states Laurie Emerson, President of Vermont Council for Quality.

Founded in 1896, Rutland Regional Medical Center has grown from a 10-bed hospital on Nichols Street with eight attending physicians into Vermont’s second largest health care facility. Rutland Regional has 188 licensed beds and more than 120 physicians trained in 35 specialty areas. Rutland Regional Medical Center is fully accredited by the Joint Commission and is licensed by the State of Vermont. It is a member of the Vermont Association of Hospitals and Health Systems, the American Hospital Association and the Voluntary Hospitals of America-New England.

Vermont Council for Quality was founded in 1996 as a non-profit corporation that serves as a resource for Vermont organizations and individuals to build and achieve performance excellence. VCQ is modeled after the Malcolm Baldrige National Quality Award Program and is one of 40 state and local award programs in the United States. VCQ provides continuous improvement education and training, organizational self-assessments, feedback reports, recognition and awards, networking opportunities, serves as a resource referral for information, knowledge, and sharing of best practices within and between Vermont organizations. For more information about Vermont Council for Quality, please contact Laurie Emerson, President at the organization’s Colchester office: at 802-655-1910 or visit our website at www.VermontQuality.org to learn more.

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