



Presented to

**VIRGINIA HOSPITAL AND HEALTHCARE
ASSOCIATION**

*U.S. Senate Productivity and Quality Award for
Virginia, District of Columbia and Maryland*



*Achievement in Performance
Excellence*

2024

SPQA

United States Senate Productivity and Quality Award
for Virginia and the District of Columbia



September 20, 2024

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Senator Tim Kaine
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www.spqa-va.org

Dear Sean T. Connaughton, President / CEO VHHA

As Honorary Chairmen of the U.S. Senate Productivity and Quality Award (SPQA) it is a privilege to congratulate the Virginia Hospital and Healthcare Association for the Achievement in Performance Excellence recognition award in 2024. This award is one of the highest honors bestowed by the SPQA program, recognizing organizations that demonstrate exemplary leadership, a strong commitment to continuous improvement, and a focus on delivering outstanding results. In the 2024, Pathways to Excellence Award Cycle, the Virginia Hospital and Healthcare Association is recognized due to its unwavering dedication to advancing healthcare quality, enhancing patient safety and fostering collaborative partnerships across the healthcare sector in Virginia. You submitted an extensive award self-assessment application to SPQA for evaluation by a team of experienced and skilled examiners. The Virginia Hospital and Healthcare Association also hosted a site visit by the SPQA examiner team during which the team gained additional insight into the Virginia Hospital and Healthcare Association and its use of the *Baldrige Excellence Framework*. The examiner team wrote a feedback report containing strengths and opportunities for improvement and an independent panel of highly experienced judges reviewed the Virginia Hospital and Healthcare Association application and the feedback report to determine the Virginia Hospital and Healthcare Association made good progress toward excellence by using the *Baldrige Excellence Framework* to create a system and processes that have resulted in strong results in customer satisfaction and workforce engagement.

The pursuit of performance excellence is no easy task. We commend the Virginia Hospital and Healthcare Association for its ongoing commitment to attaining excellence and for the foresight to recognize the value of self-assessment and gaining independent and expert feedback. SPQA is very glad to have been the provider of this feedback and for being a witness to the Virginia Hospital and Healthcare Association Achievement in Performance Excellence recognition award.

Again, congratulations on receiving SPQA's Achievement in Performance Excellence recognition award for 2024 and we wish you the very best in your continuing journey to performance excellence.

Handwritten signature of Mark R. Warner in black ink.

Mark R. Warner
United States Senate

Handwritten signature of Tim Kaine in blue ink.

Tim Kaine
United States Senate