



2002 Award Recipient

SSM INFORMATION CENTER

SSM Information Center (SSMIC) is a member of SSM Health Care (SSMHC), a not-for-profit health care system sponsored by the Franciscan Sisters of Mary, which owns, operates, and manages 19 acute care hospitals and three nursing homes. These entities are located in four states—Missouri, Illinois, Wisconsin, and Oklahoma. The system has nearly 5,000 affiliated physicians and 22,200 employees that work together to provide a wide range of medical services. SSMHC is also a former recipient of the Missouri Quality Award in health care.

SSMIC's sole function is to provide information services to SSMHC hospitals and physician organizations. As a member of SSMHC, SSMIC has adopted the mission of the parent organization, and the culture and pride in the heritage of SSMHC is engrained in all aspects of SSMIC. SSMIC's goal is to deliver exceptional information services, enabling SSMHC to provide exceptional health care services, revealing the healing presence of God. As members of the system, SSMIC's vision and values are the same

SSM Health Care's Mission Statement

Through our exceptional health care services, we reveal the healing presence of God.

SSM Health Care's Vision Statement

Through our participation in the healing ministry of Jesus Christ, communities, especially those that are economically, physically and socially marginalized, will experience improved health in mind, body, spirit and environment within the financial limits of the system.

SSM Health Care's Core Values

In accordance with the philosophy of the Franciscan Sisters of Mary, we value the sacredness and dignity of each person. Therefore, we find these five values consistent with both our heritage and ministerial priorities: Compassion, Respect, Excellence, Stewardship, Community.



SSM Health Care's Quality Principals

- Patients and other customers are our first priority;
- Quality is achieved through people;
- All work is part of a process;
- Decision making by facts;
- Quality requires continuous improvement.

as those of its parent and the quality principles are ingrained in the daily operations of the organization.

From its humble beginning in a mobile unit behind the convent of the Franciscan Sisters of Mary, SSMIC has grown to an organization of more than 200 employees and \$30 million in revenue. From its current St. Louis location, SSMIC supports all the standard central information and telecommunication systems for the entire system. SSMIC also maintains staff and provides local information system management and support to the seven St. Louis hospitals, as well as to facilities in Jefferson City, MO, and Mt. Vernon, IL, and has recently expanded this service to SSM Health Care of Oklahoma.



SSMIC offers its customers a wide range of information services, including product support for the information and decision-support systems used by hospitals; consulting with customer base; computer operations and support; telephony; data network management; applications development; and a Support Center Practices Certified (SCP) Client Response Center.

A key challenge facing the Information Center is relating the services performed by employees to the mission of delivering exceptional health care services. SSMIC employees rarely deal directly with patients at the hospitals. The employee evaluation and development process and a goal alignment process called "The Strategic Connection/Passport" are used to link the goals of each individual to the goals of his or her department, the Information Center, and SSMHC. Through this process each employee can clearly display how his or her work impacts the ability of the system to achieve its goal of delivering exceptional health care. Every employee can, therefore, demonstrate that the service he or she performs reveals the healing presence of God.

SSMHC has recognized the benefits of standardization in providing consistent, comparable data from which meaningful measurements and analyses can be derived. Whenever feasible, SSMHC hospitals use applications designated as "standard required" to assure standard data exists among all members of the system.

SSMIC utilizes many tools to maintain an organizational focus on performance improvement. Many of these tools are integral segments of the Continuous Quality Improvement (CQI) model. One of the keys to maintaining performance is the ability to measure. Through the Strategic, Financial and HR Planning Process, SSMIC management, with significant input from the SSMHC System Information Management Coun-

cil, a group of senior level executives representing all the major customers groups, determines what the key initiatives will be for the plan period. Activities and projects that advance these initiatives are identified, and measures to determine success are established. These initiatives and the measurements are communicated every year to our customer base as part of the Service Letter Agreement process. In addition to these project-specific measures, SSMIC utilizes other measures in an ongoing basis. Employee and customer satisfaction surveys, for example, identify areas where improvement is needed and highlight successful activities.

Teams are important to SSMIC. They are used for problem resolution, information gathering, and communication. Rapid Cycle CQI teams are formed to address issues, with a goal of initiating measurable, sustainable improvements in a short period of time.

SSMIC has been recognized for its best practices in several areas. SSMIC was awarded the Gold Star Award, which recognizes the effort in insuring high quality data submission of benchmarking data. SSMIC received The Decision Support Pathfinder Award for most exceptional clinical use of the patient level decision support system. The Client Response Center has received the SCP certification for three consecutive years, receiving recognition as one of the leading response centers in the nation.

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