



# 2005

## MISSOURI QUALITY AWARD RECIPIENT

### SSM INFORMATION CENTER

SSM Information Center (SSMIC) is a member of SSM Health Care (SSMHC), a not-for-profit health system, sponsored by the Franciscan Sisters of Mary. Based in St. Louis, MO, SSM Health Care (SSMHC) is one of the largest Catholic systems in the country. The system owns, manages and is affiliated with 20 acute care hospitals and three nursing homes in four states: Missouri, Illinois, Wisconsin and Oklahoma. More than 5,000 affiliated physicians and 23,300 employees work together to provide a wide range of services, including rehabilitation, pediatrics, home health, hospice, residential and skilled nursing care. In 2002, SSMHC became the first Health Care recipient of the Malcolm Baldrige National Quality Award.

SSMIC's sole function is providing information services to SSMHC hospitals and physician organizations. As a member of the System, SSM Information Center has adopted the mission of the parent organization, and the culture and pride in the heritage of SSMHC is engrained in all aspects of the organization. SSMIC's goal is to deliver exceptional information services, enabling our customers to provide exceptional health care services, revealing the healing presence of God. The Information Center's vision and values are the same as those of its parent and the quality principles are integrated into the daily operations of the SSMIC is an organization of over 300 employees. From its location in



St. Louis, the Information Center supports all standard information and telecommunication systems for the entire System. SSMIC also maintains staff at SSM facilities, providing local information system management and support to the entire System. SSMIC offers its customers a wide range of informa-

**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 Principles**

- 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

tion services, including support for the information and decision support systems utilized by hospitals, consulting to our 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. Information Center 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 utilized 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 their work impacts the ability of the System to achieve its goal of delivering exceptional health care, and every employee can therefore demonstrate that the service they perform reveals the healing presence of God.

SSMHC has recognized the benefits of standardization in providing consistent, comparable data from which meaningful measurements and analysis can be derived. Whenever feasible, all System hospitals use applications designated as “standard” to assure standard data exists between all members of the System.

Through the focus on Continuous Quality Improvement and the commitment to achieving exception levels of performance, SSMIC is positioned to meet the challenges that lie ahead. These are exciting times for the Information Center as we move forward with Project Beacon, which will result in a complete transformation of the Systems clinical information systems. Project Beacon employs the latest technologies to streamline the way health information is created, stored and retrieved resulting in:

- Accurate medication delivery;
- consistency in care practices;
- access to the most current medical intervention data; and
- comprehensive information captured automatically.

This will enable SSMIC to improve the provision of exceptional healthcare services to patients, achieve outstanding financial performance, and improve employee and physician satisfaction.

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

In support of our value of Community, the Information Center is involved in multiple projects designed to improve the overall health of our communities. As part of the Healthy Community program, SSMIC has partnered with the Mathews-Dickeys Boys’ and Girls’ Club to provide education regarding different aspects of the use of a computer to a segment of the community that would otherwise have limited opportunity to become computer literate. Multiple other efforts, including annual community workdays, United Way Campaigns,

the American Heart Association Heart Walk, and the Preservation of the Earth Committee, are in place to provide community benefit. These efforts are tracked and reported on System-wide through the Community Benefit Inventory for Social Accountability (CBISA).



SSM Information Center is very proud to once again be the recipient of the Missouri Quality Award. This award helps validate the progress the organization has made along the path of continuous improvement, and serves to recognize the efforts of its staff and the commitment of the organization to achieving excellence.

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