# SSM Integrated Health Technologies

SSM Integrated Health Technologies (IHT) is a member of SSM Health Care (SSM), a not-for-profit health care system sponsored by the Franciscan Sisters of Mary. Based in St. Louis, Missouri, SSM is one of the largest Catholic systems in the country. The system operates 20 acute-care hospitals and two nursing homes in four states: Wisconsin, Illinois, Missouri and Oklahoma. SSM has more than 24,000 employees, 5,000 physicians and 5,000 volunteers. In 2002, SSM became the first health care recipient of the Malcolm Baldrige National Quality Award.

IHT provides Information Technology (IT) and Clinical Engineering Services (CES) to SSM's hospital and physician organizations. Prior to January 1, 2007, IT and CES services were provided by two distinct entities within SSM. With the advent of the Electronic Health Record (EHR) and the growing interdependence of the technologies, the two were merged under one organization.

As a member of the SSM System, IHT has adopted the mission and values of the parent organization and the culture and pride in the heritage of SSM is engrained in all aspects of IHT. In support of this mission and values, IHT has adopted, through the strategic planning process, the strategic vision "***SSM Integrated Health Technologies will provide patients, physicians and other customers the appropriate technologies and services to enable clinical and business transformation.***" Through the technologies and services we provide, our customers are truly enabled to reveal the healing presence of God.

To make the strategic vision a reality, IHT has embraced the commitment to continuous quality improvement that led to SSM's Malcolm Baldrige journey. Over 500 employees, whether located at the headquarters in St. Louis or at the customer sites, work together to ensure that services delivered are consistent with our quality standards. IHT supports all standard information and telecommunication systems. IHT also provides clinical engineering services and local information system management and support to the SSM hospitals and related business units through staff located at the customer sites.

IT services include support of information and decision support systems utilized by the hospitals, implementation of new information technology applications, consulting, data network management, application development and a Support Center Practices certified Customer Response Center. CES services include clinical equipment maintenance and evaluation and consultation regarding acquisition of new technology.
SSM 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 consistency. This principle is

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| **SSM Health Care's Mission Statement**<br>Through our exceptional health care services, we reveal the healing presence of God. |
| **SSM Health Care's Vision Statement**<br>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 limitations of the system. |
| **SSM Health Care's Core Values**<br>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:<br><br>• Compassion<br>• Respect<br>• Excellence<br>• Stewardship<br>• Community |
| **SSM Health Care's Quality Principals**<br>• Patients and other customers are our first priority<br>• Quality is achieved through people<br>• All work is part of a process<br>• Decision making by facts<br>• Quality requires continuous improvement |
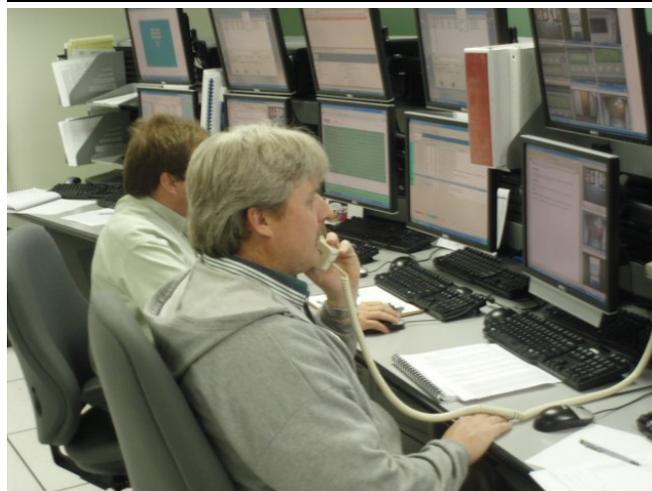


evident in the implementation of the Electronic Health Record (EHR), the development of which was a collaborative effort, requiring participation of clinicians and physicians from across the organization.

IHT's planning process flows from the systematic process established at the System level, and has been customized to ensure that input is incorporated from all major customer groups, as well as employees and other stakeholders. Through this process IHT has established several strategic goals. These goals are designed to address identified challenges and opportunities and position the organization for success. Achieving these goals will result in realization of the strategic vision.

One key goal, Clinical Transformation, impacts all other goals and reaches across most areas of IHT. It will transform the way in which SSM physicians and clinicians provide care to our patients, improving accuracy of medication delivery, consistency in care practices, access to the most current medical intervention data, and automatic capture of comprehensive information. Project Beacon, IHT's EHR implementation initiative, is a multi-year, multi-million dollar project. Four hospitals and multiple physician practices will be live on our EHR by the end of 2008. As our hospitals go live, access to patient information by care providers and their ability to electronically enter data rank in the top one percentile of all hospitals according to a study conducted by the Health Information and Management Systems Society.

In today's environment, dependence on both information and clinical technologies are increasing at exponential rates. This dependence will only be heightened by the implementation of EHR, as access to the information impacts the care giver's ability to properly diagnosis and treat a patient. A second key goal of IHT is "highly available information systems." Redundancy, the use of highly reliable equipment, a systematic contract negotiation process and multiple data centers with failover capability are some of the practices IHT has implemented to assure that our systems are accessible by our customers.

While the EHR and reliance on information technology have expanded the IT role in direct patient care, Clinical Engineering Services has directly impacted patient safety and the clinician's ability to deliver services to our patients for many years. Access to properly functioning clinical technologies is critical to SSM's ability to safely and effectively provide service.

IHT is a customer focused organization, committed to meeting our customer's requirements and exceeding their expectations. Exceptional employees, committed to the mission and values of SSM and the principles of Continuous Quality Improvement (CQI*plus*), enable us to meet this commitment. Our workforce is made up of a diverse group of highly qualified individuals that work as a team to deliver high quality services to our customers. Through their efforts as they perform both their daily functional responsibility and as they participate on projects and teams, IHT is able to continuously improve its processes.

CQI has been engrained in the culture at IHT for many years, and in 2007 an enhanced version, CQI*plus*, was rolled out across the System. A systematic review and prioritization of processes is conducted as part of the strategic planning process. CQI*plus* teams are formed to implement improvements in processes that have been identified as the leading priorities. These higher level CQI*plus* teams are facilitated by a CQI director and reported on regularly to senior leadership. The need for process improvement may also be identified through a variety of mechanisms, such as the Project Support Office and lower level CQI*plus* teams will be formed as needed to address these issues.

SSM Integrated Health Technologies is very proud to join its sister organization, SSM St. Francis Hospital of Maryville, as a three time recipient of the Missouri Quality Award.

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