



2014

MISSOURI QUALITY AWARD RECIPIENT



SSM Health St. Mary's Hospital-Jefferson City's tradition of providing health care services within Central Missouri began in 1905 with the Sisters of St. Mary. Their legacy continues 109 years later, as a member of SSM Health Care, a not-for-profit health care system sponsored by Health Ministries.

Over the years, St. Mary's has grown from just 38 patient rooms to 152 beds, with a commitment to meeting patients' demands for exceptional health care services for both inpatient and outpatient locations. As part of its strategic vision, St. Mary's expanded its services in 2013 by forming the newest region in SSM Health Care to now include two hospitals, 23 physician clinics and multiple outpatient facilities. St. Mary's, as of 11/16/2014, opened a \$200 million replacement hospital, located in the heart of Jefferson City. The new evidence-based design has been the direct result of employee, physicians and community input to create an exceptional healing environment.

The St. Mary's Way

Everything we do at St. Mary's is designed to deliver exceptional health care services to those we serve. Our mission is the foundation of who we are and what we strive for each day: *Through our exceptional health care services, we reveal the healing presence of God.* Our values include:

Compassion: We reach out with openness, kindness and concern.

Respect: We honor the wonder of the human spirit.

Excellence: We expect the best of ourselves and one another.

Stewardship: We use our resources responsibly.

Community: We cultivate relationships that inspire us to serve.

Approximately 1,046 employees work together each day to deliver safe, quality health care with a unique service experience for our patients and guests. A service approach, *The St. Mary's Way* establishes five behavior standards for all employees to uphold: Professionalism, Communication, Courtesy, Privacy and Service Recovery. These standards create the work environment and culture that is further supported through consensus-building and decision making at the level of greatest impact and responsibility. St. Mary's focuses on empowering all employees to be leaders which allows for flexibility and innovation. Our employees make St. Mary's an exceptional place to work, as evidenced by our high employee partnership scores and over 34 percent working more than 10 years.



Continuous Improvement

St. Mary's uses CQIplus to design and improve processes that meet key customer requirements. This model is based on our five quality principles: patients and other customers are our first priority; quality is achieved through our people; all work is part of a process; decision-making should be based on facts; and quality requires continuous improvement. Adding to these five CQI quality principles, Lean/Six Sigma, change management and team facilitation tools and concepts are integrated into the existing CQI methodology to achieve rapid and sustainable performance improvement. A financial component is also included to quantify savings within each project and many projects are expected to be completed in 90-120 days subject to the scope. In 2013, St. Mary's undertook an Operating Improvement Initiative (OII). By applying the CQI methodology, the OII led to a \$5 million performance improvement.

Engaged Workforce

Our employees and our physicians make St. Mary's exceptional. To ensure a mission-driven, results-oriented organization, employees and physicians are empowered at all levels. For employees, our Shared Accountability Councils in each department focus on the organization's overall strategic direction and establish department goals, strategies, measures and actions to achieve those goals. Performance achievements are posted monthly in each department to communicate progress toward goals and emerging trends. Each employee wears a Quality Passport along with their name tag that illustrates alignment of organization, department and individual goals.



Our physicians engage at multiple levels from our strategic Physician Advisory Council to our medical staff divisions and executive staff. We continue to partner with our providers to elevate the quality and satisfaction within the organization focusing on improvement efforts in key operational or strategic efforts.

Mission Minded

Employees and physicians were deliberate in selecting the word "exceptional" in the Mission Statement: Through our exceptional health care services, we reveal the healing presence of God. It sets a high standard -- and it is done because of a shared commitment to give the same exceptional and compassionate care to every person, each and every time, regardless of his or her ability to pay. At St. Mary's it provides the framework for what we do each day and why we do it -- our patients deserve no less.



SSMHealth

St. Mary's Hospital

JEFFERSON CITY

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