



2010

MISSOURI QUALITY AWARD RECIPIENT

SSM Health Care – St. Louis

SSM Health Care – St. Louis (SSMSTL) is a not-for-profit health care network in St. Louis, Mo., with facilities distributed throughout the region, including five acute care hospitals, a behavioral health hospital, a pediatric hospital and a physicians' organization. SSM Health Care – St. Louis' tradition of providing health care services to people in this region began in 1872 with the Sisters of St. Mary (SSM). The sisters' healing ministry continues as a member of SSM Health Care (SSMHC), a 14-hospital, not-for-profit Catholic health care system sponsored by the Franciscan Sisters of Mary (FSM).

With our top-ranked hospitals conveniently located throughout the St. Louis region, SSM Health Care - St. Louis provides exceptional care to patients – whatever their needs and wherever they may be.

Approximately 2,600 physician partners, 11,500 employees and 1,200 volunteers work together not only to provide health care services but also to serve as innovators in the health care field.

In June 2008, SSM Health Care –St. Louis undertook a cycle of improvement within the organization. Instead of functioning as separate silos, the physicians' organization and all of the hospitals of SSMSTL were drawn together as one consolidated network. This undertaking unified the disparate parts of the organization around a common vision and strategic plan, and it allowed us to reach new levels of alignment, integration, collaboration and organizational learning. All of this is summarized by our strategic vision of "Best Care. Best Results."



SSM Health Care – St. Louis's main health care services are delivered in inpatient, outpatient, ambulatory surgery and emergency department settings, as well as through a physicians' organization. Furthermore, by acting as one consolidated organization, we established network-wide service lines that standardized a high-level of care throughout our many locations and sparked collaboration among hospitals. Our primary service lines are behavioral health, heart and vascular, maternal and children's, neurosciences, oncology, orthopedics, senior services and ambulatory services.



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

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 our heritage and healing ministry priorities:

Compassion • Respect • Excellence • Stewardship • Community

Strategic Vision

SSM Health Care – St. Louis will be the preferred health care system in St. Louis and surrounding region for safety, top national patient outcomes, satisfaction, value and accessibility through its coordinated network of facilities throughout the market.

To support these services, and with an eye on maintaining quality, we created standard processes for supportive diagnostic services, such as laboratory and radiology. Other support services were centralized to increase collaboration and reduce redundancy, such as finance, human resources and materials management. All of these steps were taken to achieve our vision of performing as one organization that delivers care in multiple locations.

Integral to our success in providing exceptional patient care and quality is employee, physician and leadership engagement. At SSMSTL, we utilize relationship-based models of care and leadership. With relationship-based care, our staff involves the patient in his/her care planning, which leads to increased patient satisfaction and a sense of partnership. Likewise, relationship-based leadership focuses on involving employees and physicians in the decision-making processes that affect their work every day. These models help employees integrate our mission and values into their daily actions, ultimately delivering exceptional health care services to our patients.

Everything we do is designed to support the concept of providing exceptional health care services to those we serve.

Achieving our vision through a unified strategic plan and a highly engaged workforce is further enhanced through our systematic management and improvement of processes. Using a CQIplus (Continuous Quality Improvement) model, our leaders and teams have established routines for evaluating and improving our practices in an effort to reach departmental and organizational goals. In the arenas of patient care and customer satisfaction, we recognize that quality can only be truly achieved through continuous improvement.

Our mission is the foundation of who we are and what we strive for each day. At SSM Health Care – St. Louis, everything we do is designed to support the concept of providing exceptional health care services to those we serve. We have set universal expectations of timely, safe, accurate and patient-centered care. And we are committed to providing the same exceptional and compassionate care to every person, each and every time. Our mission provides us with deliberate focus for what we do each day and why we do it – our patients deserve no less.

The physicians and employees of SSM Health Care – St. Louis demonstrate through their work every day that it is possible to care for many patients while still providing a personalized touch. Our caregivers show that it is possible to build positive, healing relationships with patients and their families. With our innovation, compassion and expertise... everything is possible.



Characteristics of Exceptional Health Care

Best Care. Best Results.

EXCEPTIONAL EMPLOYEE COMMITMENT

- *Employees are valued and involved in achieving their department results and service standards*

EXCEPTIONAL PATIENT CARE

Safety

- *Commitment to patient safety and clinical accountability*

Clinical Outcomes

- *Transparency of quality results on website*
- *Top-of-class core measure performance*

Satisfaction

- *Top-of-class patient satisfaction*

EXCEPTIONAL PHYSICIAN COMMITMENT

- *Aligned partnerships*
- *Shared expectations of quality outcomes, cost-efficient services and high patient satisfaction*

EXCEPTIONAL FINANCIAL PERFORMANCE/ MARKET SHARE GROWTH

- *Integrating service line development network-wide*
- *Accessible through geographically dispersed hospital and physician services*
- *Committed to improved value of care*
- *Increased capital for reinvestment*

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