



2005

MISSOURI QUALITY AWARD RECIPIENT

SSM ST. JOSEPH

SSM St. Joseph Health Center was founded 120 years ago by Mother Mary Odilia Berger, who sent three sisters to open a hospital at the request of the citizens of St. Charles. Today, St. Joseph Health Center, St. Joseph Hospital West and St. Joseph Medical Park (collectively referred to as SSM St. Joseph) are sponsored by the Franciscan Sisters of Mary (FSM), and are owned and operated by SSM Health Care (SSMHC), the first health care winner of the Malcolm Baldrige National Quality Award.

SSM St. Joseph is a member of SSMHC – St. Louis, comprised of six hospitals, a rehabilitation organization, a managed care organization, a physician organization, a home care/hospice organization and several free-standing centers. St. Joseph operates as a private, not-for-profit health care organization. The SSM St. Joseph facilities are the largest providers of health care services in the St. Charles County region.

SSM St. Joseph has one Mission for its three facilities: *Through our exceptional health care services, we reveal the healing presence of God.* St. Joseph Health Center is licensed for 365 beds, and is located in the eastern portion of St. Charles County. SSM St. Joseph Hospital West was built in 1986. It has 88 licensed beds, and is located in the western portion of St. Charles County. SSM St. Joseph Medical Park, located in the central portion of St. Charles County, opened in 2003. SSM St. Joseph's primary service area encompasses all of St. Charles County, and its secondary service area includes both Warren and Lincoln counties. St. Charles County is the fastest growing county in the State of Missouri.

St. Joseph Health Center is located in historic downtown St. Charles and continues to grow structurally, technologically and in number of staff and physicians, to meet the needs of an expanding community. The Health Center excels in many areas, including open heart surgery, cardiac catheterizations, trauma and emergency services, sleep medicine, obstetrics, surgical services, oncology, vascular surgery, orthopedics, gastroenterology and more. It houses the Cardiac Care Center of Excellence, the H.W. Koenig Cancer Center, the Vascular Institute, a Level II Trauma Center, Level II Special Care Nursery and a designated Sleep Disorders Center.

In 2000, both St. Joseph Health Center and St. Joseph Hospital West embarked upon a program called *Excellence in Response*, or 30/30 in order to better serve patients. The initiative, which pledges that patients with life-threatening illnesses will be seen within 30 seconds, and all others within 30 minutes, has had exceptional results. Additionally, both hospital emergency departments have been recognized as Get With The GuidelinesSM (GWTGSM) – Stroke centers by the American Stroke Association.

St. Joseph Medical Park is a 100,000 square foot ambulatory care facility with some of the most advanced technology available in the St. Charles region. It houses the H.W. Koenig Cancer Center, The Women's Center, The Surgery Center and The Imaging Center, as well as a breast diagnostic center, radiation and laboratory services and SSM Rehab. Physician offices for family practice, internal medicine, OB/GYN, pediatrics, orthopedics, oncology, ophthalmology and podiatry are located within the facility.



SSM Health Care committed to CQI as early as 1990, and was among the first health care organizations in the nation to do so. Senior leadership made this commitment after research showed strong parallels between the organization's Values and Quality Principles and that of CQI. The focus on CQI and assessment of progress using the Criteria for Performance Excellence has transformed the culture into one of teamwork, continuous

learning, innovation, breakthrough performance and systems thinking. SSM St. Joseph, as a member of SSMHC, has become a national role model for health care organizations across the country — and internationally—that are striving to create a culture of continuous improvement.

The Franciscan tradition and Mission calls St. Joseph to continue the healing ministry of God with special concern for the poor and vulnerable. While it is an organization with limited resources, it utilizes those available to provide a full range of services by judiciously allocating its assets to serve the community through education, charity care and preventive health. Relationship building initiatives include customer satisfaction initiatives, community health education classes, mission outreach efforts, support groups, health fairs; individual patient care and education; health informations via television, radio and newspaper, senior service initiatives and more.

Approximately 600 physician and more than 2,000 employees work together to provide exceptional health care services. The physicians and employees were deliberate in selecting the word “exceptional” to be used in the Mission Statement: *Through our exceptional health care services, we reveal the healing presence of God.* This statement sets a high standard, and SSM St. Joseph is determined to work as a team to reach that standard. St. Joseph staff members concentrate on the fulfillment of the Mission because of the commitment to provide the same exceptional and compassionate care to every person, regardless of ability to pay.



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 organization.

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

For more information please contact:

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Health Center • Hospital West • Medical Park