



2012

MISSOURI QUALITY AWARD RECIPIENT

SSM Home Care

SSM Home Care is a Catholic, not-for-profit business within the SSM Health Care System. We provide comprehensive clinical care to patients in their homes. Clinical care includes physician care, nursing services, rehabilitation therapies, home care aides, social workers, dietary, clergy and bereavement specialists. SSM Home Care has ten offices located within three states: Missouri, Illinois and Oklahoma. Care is provided through four service lines, which are: home health care (intermittent skilled care at home); hospice (terminal illness care and palliative care at home); infusion (IV medications at home); and private duty services.



Our mission is the foundation of who we are and everything we do. The purpose of SSM Home Care is to **provide exceptional care at home** to our patients and their families. Patients are typically referred from SSM and other hospitals, affiliated physicians and nursing homes.

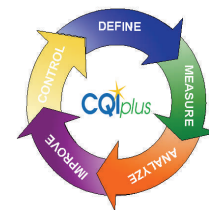
SSM Home Care's dedicated culture of caring was established nearly 140 years ago, when Mother Mary Odilia Berger and four Sisters immigrated to the United States. The sisters immediately went into the streets and homes of the sick and poor and provided care for them. These are our roots; and this is the work we still do today at SSM Home Care.

Snapshot of SSM Home Care

- Provided health care services to almost **15,000 patients in their home settings in 2011**
- Services lines are: **Home Health Care, Hospice, Infusion and Private Duty**
- Part of SSM Health Care, the **11th largest Catholic health care system in the country**
- **2nd largest home health care provider in the St. Louis market**
- **Employs 450 people across multiple locations in Missouri, Illinois and Oklahoma**
- **SSM Hospice is supported by over 140 volunteers**
- **Provides care in rural, urban, advantaged and disadvantaged regions**
- **Owns and operates SSM Infusion Pharmacy**
- **Operates SSM Hospice & Home Care Foundation, dedicated to our charity work outreach**

The culture of SSM Home Care is characterized by consensus building and decision-making at the level of greatest impact and responsibility.

We employ our *CQIplus* program, which incorporates Lean and Six Sigma elements as well as change management and team facilitation



tools, to continuously improve everything we do. Employees responsible for decisions, along with those impacted by decisions, work together in teams to reach consensus on action plans. While we carefully balance the need to meet organizational standardization, our culture is also reflected in the degree of autonomy exercised at the local level.

Mission

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

Values

Inspired by our founding religious sisters, we value the sacredness and dignity of each person. Therefore, we find these five values consistent with our heritage and ministry:

- **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.

Purpose

To provide exceptional health care services at home

Core Competencies

- We know how to improve
- We use Values to guide decision-making
- We take advantage of being part of a system

Quality Principles – CQI 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

Strategic Direction

Establish SSM Home Care as the market leader and premier provider of choice for all SSM entities to integrate home care services as a system wide continuum of care solution. Through high quality, cost effective programs and services, SSM Home Care is committed to growth strategies that will double revenue by 2020.

This affords a great deal of freedom and authority for innovation, flexibility and decision-making based on the unique market challenges we face in carrying out our mission every single day -- at every location, in every patient's home, in everything we do. We are firmly committed to quality, to continuous improvement and to *providing truly exceptional health care services at home*. This is what we do.



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