



# 2006

## MISSOURI QUALITY AWARD RECIPIENT

### SSM DePaul Health Center

SSM DePaul Health Center (DPHC) is a private, not-for-profit acute care hospital, celebrating 178 years of providing patient-centered health services. SSM DePaul Health Center is the oldest continuous business in St. Louis and the first hospital west of the Mississippi River. DPHC is a member of SSM Health Care (SSMHC), sponsored by the Franciscan Sisters of Mary and serves 400,000 residents of North St. Louis County.

DPHC's faith-based culture is reflected in its SSMHC system-wide Mission, Vision, Values (MVV) and quality principles. The foundations of DPHC's culture are: (1) rich history of faith-based care, (2) patient-centered care, (3) staff and physician partnership and (4) commitment to continuous quality improvement (CQI) with achievement of exceptional outcomes.

#### **Mission Statement**

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

#### **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 system.

#### **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 our heritage and ministerial priorities:

- Compassion
- Respect
- Excellence
- Stewardship
- Community

#### **Quality 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



DPHC's Mission engages employees in the application of SSMHC core values every day with values hard-wired into a number of different processes including: employee orientation, the Passport Process, Achieving Exceptional Patient Care (AEPC) and staff/leadership/physician evaluation processes. With AEPC our values are expressed through actions such as exceptional service standards, conversations, rounding, rewards/recognition, patient experiences, ideas management, selecting exceptional employees and service recovery.

DPHC views patients and their families as its primary customers and further delineates them into three key groups: inpatient, outpatient/ambulatory and emergency service. The key requirements of our patients and families are identified and tracked. Information from patient satisfaction surveys, rounding, patient call backs and other listening posts allow departments to respond to feedback from their patients in real time and focus their improvement efforts in areas that are most meaningful.

DPHC's culture is also characterized by staff and physician partnerships in shared decision making and consensus building through Shared Accountability, Continuous Quality Improvement (CQI) and working together in teams.

Physicians are DPHC's key partners and they share in the Mission, decision-making, strategic planning and performance improvement opportunities. The health center has chosen a strategy of collaboration with physicians which brings new technology and expands service capacity while providing financial benefit to physicians, increasing loyalty and patient referrals to DPHC. Multiple collaborative and partnership agreements with

physicians include: outpatient cardiac catheterization lab, outpatient MRI, nuclear medicine, ambulatory surgery center and medical office buildings. This relationship also improves availability of physicians and key specialists in serving our community.

The principal factors that determine the success of DPHC relative to our competitors are the five “exceptionals”: patient satisfaction, staff satisfaction, physician satisfaction, clinical outcomes and financial performance. Continuous quality improvement (CQI/PDSA) principles are integrated throughout the organization and provide a common methodology for systematic performance improvement at DPHC. DPHC also stays focused on the need for new and re-designed services and process improvements through our annual Performance Improvement and Patient Safety Plan.

DPHS has the largest market share in North County and is the only Level II trauma center and provider of maternity services in North County. DPHC delivers health care services through a wide array of inpatient, outpatient/ambulatory and emergency care services including:

**Inpatient:** Medical/surgical care, critical care, trauma, women’s services, rehabilitation and behavioral health

**Outpatient/Ambulatory:** Diagnostic services, outpatient surgery, community health programs, radiation oncology, cardiac catheterization lab and retail pharmacy

**Emergency:** Emergency department, level II trauma center, medical control for six fire districts.

The DPHC patient-centered care delivery process for inpatient, outpatient/ambulatory and emergency care is defined as:

ADMIT→ASSESS→TREAT→EDUCATE→DISCHARGE

DPHC’s hospital campus buildings contain more than one million square feet of space. Under construction is a new physician’s office building and ambulatory surgery center, built as a partnership with physicians. Construction of a new 675-space parking structure was completed in February 2006. DPHC’s investment in major medical equipment supports patient assessment and treatment within inpatient, outpatient and Emergency Department services including PET/CT, CT, MRI, lasers, stereotactic surgery and state-of-the-art

operating rooms. DPHC Cancer Care added the first TomoTherapy radiation therapy system in Missouri in 2005 and a new state-of-the-art digital cardiac catheterization lab opened that same year.

DPHC uses multiple processes aligned with the strategic plan to manage its business and operations in order to deliver exceptional care. Community feedback and formal needs assessments are utilized to link our business strategies and operations to the needs of our community. Effective implementation of these processes have contributed to DPHC’s success, growth and SSMHC’s continued investment in DPHC.

DPHC has a standardized information system maintained by the SSMHC Information Center, which supports DPHC’s assessment, measurement, accountability and e-health activities. Hardware and software systems enable reporting, monitoring and analyzing of key performance indicator cost, utilization, productivity and benchmarking.



The Missouri Quality Award is a milestone in our continual pursuit of quality; and we recognize that this journey will never end, because we owe it to our patients to strive to be the best. In the words of SSM Health Care CEO, Sr. Mary Jean Ryan, “Every day, we have an opportunity to make a difference in people’s lives. We must care for people in a way that touches their souls, so that everyone—including ourselves—is in some way healed. What we do is more than a career. It is a sacred trust.”

For more information, contact:

Sue Nordstrom  
SSM DePaul Health Center  
12303 DePaul Drive  
St. Louis, MO 63044  
(314) 344-7110  
sue\_nordstrom@ssmhc.com

