the future we choose
We are fortunate to be a part of an extraordinary heritage of healing that spans more than 145 years. Through the hard work, perseverance and stewardship of our founding sisters and countless others who have followed, SSM Health has grown into a leading integrated health care system that has provided hope and healing to millions of people throughout the Midwest and beyond.

I am proud and humbled to be a part of this legacy. It is a sacred responsibility. I have spent the last year reviewing our operations, while listening and learning from our employees, physicians and community partners about how we can continue growing and improving in order to deliver on our promise of exceptional care that reveals God’s healing presence.

The direction is clear. We must operate as efficiently and effectively as possible, while adapting more quickly to our changing community needs, emerging technology and disruptive competition. This publication is an opportunity to share with you our strategic priorities and vision for moving our healing ministry forward. As we join together, I am confident our ministry will remain strong and vibrant for many generations to come.
Industry change and disruption are routine. We continue to care for fewer patients overall, while being paid less for the services we provide. Health care is too expensive and not sustainable in its current state. At the same time, our industry is becoming much more consumer-centric. Our patients now expect their health care experience to be similar to their interactions with hotels, restaurants or retailers.

We must maintain the compassionate Mission-based care SSM Health is known for and pair it with new technology, programs and services that help make high-quality, integrated care more accessible and affordable.
creating a vision for our shared future
the future is ours to create

Throughout our rich history, SSM Health has continued growing and evolving to meet the needs of the communities we serve. How will those needs continue to change for the next 5, 10, even 20 years – and how will we meet them? We must create a vision for our future.

Working with our system board of directors and senior leaders, we have developed a revised strategic direction and areas of focus for our ministry. This is our path.

Our Strategic Direction: As a Catholic health ministry, SSM Health will be a leader in delivering compassionate, safe, affordable and accessible care designed around the needs of the individual. We will nurture the well-being of our communities and partner with others to seek out innovative solutions to improve health at every stage of life.

vision 2023

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- Smart, diversified and sustainable growth
- Exceptional quality, safety, experience and affordability
- A best place to work, driven by Mission, innovation, integrity and teamwork
- Care redesigned around the individual and the communities we serve
growth and partnerships

We will be a leader in all of our markets, partnering with others to create a competitive advantage and help us to expand access and services in our communities. This could include growing our footprint through a merger or acquisition, or partnering with another organization.

why?

By strategically growing our ministry and integrating all aspects of patient care, we are able to achieve better patient outcomes and lower the total cost of care.

exceptional performance

We will make compassionate care affordable by being efficient, achieving economies of scale across our supply chain and integrating all aspects of care delivery. This includes everything from streamlining leadership accountability and developing consistent policies and practices to creating a single instance of Epic and implementing consistent care definitions and safety protocols that align with national best practices.

why?

Health care is too expensive and not sustainable. To fulfill our Mission and maintain our ministry, we must operate as efficiently and effectively as possible.
connectivity and culture

We are a Mission-based, Catholic healing ministry and every employee must understand how their daily work is rooted in our Mission, Vision and Values. We will engage and empower our team members, celebrate innovation and share our learnings. We will also ensure everyone has the tools they need to be successful, including improved professional development opportunities and meaningful succession planning.

why?

We have a wealth of talent, expertise and resources throughout our ministry. By investing in our employees and working together, we will achieve our goals and move more quickly as an organization.

transformation

We will transform health care delivery to better meet people where they are by investing in innovative new technology, systems and services. This includes expanding virtual care, senior care, post-acute care and behavioral health - while addressing the social determinants of health and advocating for health coverage for all.

why?

New technology is emerging daily, and more retailers like Amazon, CVS and Google are disrupting the market. To stay relevant and fulfill our Mission, we must continually find new and better ways to deliver care, and more importantly, keep people healthy.
our ministry is in your hands

The more than 40,000 talented and compassionate employees and physicians of SSM Health are the heart and hands of this ministry. By working together, we are much stronger than we could ever be individually. You know the work best, and we need your continued support and partnership to be successful. We must all work together toward the same purpose:

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

Guided by our Mission, we will create our own future. We have a strong foundation, an extraordinary team and are well-positioned across our diverse ministries. Acting with purpose and urgency, we will deliver on our promise to everyone we serve!