

Performance Excellence Briefing

Sister Mary Jean Ryan & Dr. Kevin Johnson, SSM Health

Dunedin 5 March 2015

Business Excellence NZ, in partnership with Otago Polytechnic, is pleased to advise that Sister Mary Jean Ryan, President of SSM Health and Dr. Kevin Johnson, Senior VP Patient Safety and Quality at SSM Health will be delivering a briefing in Dunedin on 5 March on how to use performance excellence criteria to transform the results being achieved by your organisation.

Under Sister Mary Jean Ryan's leadership, SSM Health (SSMH) was the first health sector recipient of the US Malcolm Baldrige Award for Excellence. The story of SSMH's journey from being a below average performer to achieving exceptional world-class results is a compelling one.

Sister Mary Jean Ryan is an internationally recognised leader of excellence. In 2014 she received the Harry S. Hertz Leadership Award, the highest US peer recognition award for leadership in the US.



Sister Mary Jean Ryan has been a Franciscan Sister of Mary for over 50 years, rising from her nursing role to serve as President and CEO of SSMH for 25 years. SSMH has 30,000 employees in 18 hospitals and 60 outpatient care sites spread across four US States.

As CEO, Sister Mary Jean initiated a continuous quality improvement programme and used the Baldrige performance excellence award application process to steadily improve performance. The exceptional results at SSMH have been achieved and sustained by focusing on patient care, engaging clinicians and all employees to strive for performance excellence, improving access to services through efficiency, and reducing waste. Her leadership philosophy has resulted in numerous invitations to share her knowledge and expertise with US and international organisations.

Kevin Johnson, MD MBA, is Senior VP Patient Safety and Quality for SSMH. Kevin has system wide re-design and implementation responsibility in addition to serving as the Chief Medical Officer of SSMH St. Louis, a position he has held since 2008. Kevin served as a Baldrige Examiner 2004-07, is a Missouri State Award examiner and is Six Sigma green and black belt certified.

Kevin's strategic planning skills and performance excellence implementation are key to SSMH's sustained world class practice and performance.

Briefing Details

Sister Mary Jean Ryan and Dr Kevin Johnson will deliver a three hour briefing session from 9.30am to 12.30pm on Thursday, 5 March 2015 at the Sargood Centre, Logan Park, Dunedin. Time will be allowed at the briefing for questions and answers.

Having internationally recognised presenters of this calibre working in New Zealand is a special learning opportunity relevant to anyone interested in "doing things better" in their organisation. Attendees at the briefing will learn from both speakers experience of "just doing it" and gain an increased understanding of how to implement the criteria for performance excellence.

Registration/Costs

Otago Polytechnic and Business Excellence NZ are proud to be hosting this stimulating event to which you and your colleagues are invited.

The cost of a place at the briefing is \$190+GST, or \$175+GST for group bookings for five or more people from the same organisation. This briefing will be fully subscribed.

To book places for your organisation please email paula.petley@op.ac.nz

Please note that this Dunedin session is the only full briefing which Sister Mary Jean Ryan and Dr Kevin Johnson will be delivering while they are in New Zealand, and places are limited.