

SISTER MARY JEAN RYAN, FSM

HEALTH SERVICES EXPERIENCE

- 8/09 - **Chair/CEO, SSM Health Care – St. Louis, Missouri**
Responsibilities include planning, organizing, activating, evaluating/controlling, and networking all integrated health activities in the System; representing the organization locally and nationally; acting as Board Chair for SSM Health Care Board of Directors, and SSM regional and divisional boards.
- 7/86 – 8/09 **President/CEO, SSM Health Care--St. Louis, Missouri**
First president of restructured major Catholic health care system; 24,000 employees in four states. Responsibilities include coordination, direction and integration of all of the activities of the system; facilitation of networking possibilities; and development of human potential of all employees of the system.

Member and President, SSM Health Care Board of Directors.
- 8/85 - 7/86 **Interim President, SSM Health Care System--St. Louis, Missouri**
(Formerly Sisters of St. Mary Health Care System).

Dual
Role
- 11/81 - 7/86 **Vice President, Governing Board, Sisters of St. Mary Health Care System--St. Louis, Missouri** Responsibilities included those as a member of a board relative to policy making, etc.; in addition, responsibilities approximated regional vice-president duties in a management organization and included overall responsibility for 5-6 facilities in a 14-hospital system with direct reporting relationship with the CEO's of these facilities.
- 4/80 - 11/81 **Director of Property, Sisters of St. Mary Health Care System--St. Louis, Missouri** First person to fill this position designed to coordinate various system construction, renovation or remodeling projects and to develop standards around various aspects of construction as a reflection of Congregational values. Also responsible for assisting with housing and property matters for members of the Congregation in some 50 home/apartment settings. Reported to Councilor for Finance.

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- Winter, 1980
Dual Role **Acting Executive Director, St. Eugene Community Hospital—Dillon, South Carolina** Assumed CEO position of 72-bed primary hospital during search for permanent executive director.
- 1977 - 1980
Dual Role **Associate Executive Director, St. Marys Health Center--Jefferson City, Missouri** 180-bed secondary hospital in the capital of Missouri; responsibilities included overall administration of hospital internal operations, including professional, ancillary, and support departments.
- 1979 - 1980
Acting Executive Director, St. Francis Hospital--Marceline, Missouri Assumed CEO position of 102-bed hospital/nursing home in rural Missouri. Overall responsibility for integrating the hospital/nursing home into the Sisters of St. Mary Health Care System, including development and implementation of policies and procedures for operations, recruitment of new physicians, and establishment of a primary care clinic in an adjacent rural community.
- 1975 - 1977
Assistant Executive Director, St. Marys Hospital Medical Center--Madison, Wisconsin 402-bed tertiary hospital; responsibilities included administrative director for ancillary departments. Also served as preceptor for administrative residents.
- 1973 - 1974
Administrative Resident, Dr. David M. Brotman Memorial Hospital--Culver City, California 501-bed proprietary hospital; activities included development and implementation of hospital-wide disaster plan, assessment of dialysis unit to determine financial viability and coordination of JCAH activities.
- 1971 - 1972
Part-time Night Supervisor, St. Marys Hospital Medical Center--Madison, Wisconsin (Attending University of Wisconsin.)
- 1967 - 1971
Operating Room Supervisor, St. Mary's Health Center--St. Louis, Missouri (Assistant Supervisor for 18 months.)
- 1959 - 1967
Various full and part-time staff and supervisory nursing positions.

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EDUCATION

- 1972 - 1974 Awarded a Masters in Hospital & Health Administration (MHA); Xavier University, Cincinnati, Ohio. E. A. Arlinghaus, Director. Thesis: "Accounts Receivable: The Crisis produced by Lack of Internal Control."
- 1971 - 1972 Post-graduate work, Hospital Administration - University of Wisconsin-Madison, Wisconsin.
- 1964 - 1967 Awarded a Bachelor of Science in Nursing by St. Louis University.
- 1956 - 1959 Awarded a Diploma in Nursing, St. Marys Hospital School of Nursing-Madison, Wisconsin.

PROFESSIONAL BOARDS & ASSOCIATIONS

- President, Board of Directors, SSM Health Care (1986-present)
- Chairperson, Board of Directors, SSM Health Care-St. Louis (1992-present)
- Member, Board of Governors, Cardinal Glennon Children's Medical Center (1986-present)
- Chairperson, Board of Directors, SSM Health Care of Oklahoma, Inc. (2000-present)
- Chairperson, Board of Directors, SSM Health Care of Wisconsin, Inc. (2000-present)
- Member, Board of Trustees, St. Francis Hospital, Maryville, MO (2000-present)
- Member, Board of Directors, St. Mary's-Good Samaritan, Inc. (2000-present)
- Chairperson, Board of Directors, SSM Regional Health Services (1988-present)
- Member, Board of Directors, Excellence in Missouri Foundation (1995-present)
- Member, District Industry Council (Health Care) - Federal Reserve Bank of St. Louis
- Academician, International Academy for Quality (IAQ) (2008)
- Member, Board of Directors, International Academy for Quality (IAQ) (2009-2012)

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Former Board & Association Service:

Member, Board of Directors, Premier, Inc. (2003-2010)

Chairperson, Committee on Directors, Premier, Inc.

Commissioner, National Commission for Quality Long-Term Care (2004-2008)

Member, Board of Directors, Institute for Healthcare Improvement (IHI) (2001-2007)

Member, Board of Directors, United Way of Greater St. Louis (2000)

Member, Board of Trustees, (MBNQA) Malcolm Baldrige National Quality Award Foundation (2004-2005)

Member, Board of Overseers, Malcolm Baldrige National Quality Award (1997-1999)

Member, Board of Directors, National Conference for Community & Justice (1997-2000)

Member, Board of Trustees, Saint Louis University

Member, Academic Affairs Committee, Saint Louis University (1997-2000)

Vice Chair, United Way of Greater St. Louis, Regions Division (1999-2000)

Member, Board of Trustees, Daughters of Charity Healthcare Foundation of St. Louis

Member, Steering Committee, National Quality Forum's "Never Events" Project (Healthcare Errors Reporting System) (2000-2001)

Member, Board of Directors, Metro Theater Company (1996-2002)

Chair, 2nd Annual Walk As One Walk-A-Thon, (NCCJ) National Conference for Community and Justice - St. Louis Region (2001)

Member, Greater St. Louis Economic Development Council

Treasurer, Board of Directors, St. Louis Regional Chamber and Growth Association

Member, Executive Committee of the Board of Directors, St. Louis Regional Chamber and Growth Association

Secretary, Hawthorn Foundation Board of Directors (State of Missouri) (1999-2005)

Chairperson, "Taking Care/A Health Forum for Women Religious" (Madison WI) (1987-2006)

AWARDS-RECOGNITIONS-HONORS

- 1990** **Award:** Sr. Mary Jean Ryan, FSM
Brotherhood/Sisterhood Award
The National Conference of Community and Justice
- 1992** **Award:** SSM Health Care
The Green Award
St. Louis Greens (Environmental Activism)
- 1993** **Award:** SSM Health Care
"Corporation That Makes a Difference"
International Woman's Forum (Annual Conference/Washington, D.C.)
(Recognition as the corporation whose leadership initiatives clearly
demonstrate support and advocacy for the advancement of women.)
- 1994** **Honorary Degree, Doctor of Humane Letters**
Webster University - St. Louis, Missouri
- Award:** SSM Health Care
In Recognition of WORLD CLASS CUSTOMER SATISFACTION
Better Business Bureau (serving Eastern Missouri & Southern Illinois)
- Award:** SSM Health Care
**"Outstanding Achievement & Community Service for More
than 100 Years"**
Regional Commerce & Growth Association (RCGA)
- 1995** **Award:** Sister Mary Jean Ryan, FSM
"Outstanding Women Leaders of the St. Louis Community"
YWCA - Special Leadership Award (Business Category)
- 1996** **Award:** SSM Health Care
"Corporation of the Year"
St. Louis Business Journal
- Recognition:** Sister Mary Jean Ryan, FSM
"Achievements of 20 Distinguished Women in the St. Louis Area"
Women's Self Help Center - 20th Anniversary Celebration
- 1997** **Recognition:** Sr. Mary Jean Ryan, FSM
-Who's Who in Health Care, St. Louis Business Journal (2/10-16/97)

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- 1997 (Con't)** **Recognition:** Sr. Mary Jean Ryan, FSM
-Judge, St. Louis Enterprise Awards for Best Practices
- Award:** Sister Mary Jean Ryan, FSM
1997 Governor's Quality Leadership Award
Excellence in Missouri Foundation
- 1998** **Award:** Sister Mary Jean Ryan, FSM
"Archbishop John L. May Distinguished Health Care Ministry"
For Leadership in the Health Care Ministry
- Award:** Sister Mary Jean Ryan, FSM
"1998 Woman of Achievement - Civic Responsibility"
St. Louis Suburban Journals and KMOX Radio
- Award:** Sister Mary Jean Ryan, FSM
Jean Harris Award
"Non-Rotarian Women Who Have Made Significant Contributions to Development/Progress of Women"
Rotary Club of St. Louis
- 1999** **Award:** Sister Mary Jean Ryan, FSM
"Health Citizen of the Year"-- Annual Health Awareness Week
United Way of Greater St. Louis
- Award:** SSM Health Care
Missouri Quality Award, Missouri Quality Conference
Excellence In Missouri Foundation--**Jefferson City, MO**
- Award:** Sr. Mary Jean Ryan, FSM
"FSM Dream Catcher"
Franciscan Sisters of Mary/in recognition of health services provided to Sisters through the "Taking Care--A Health Forum for Women Religious" program
- 2000** **Award:** Sister Mary Jean Ryan, FSM
"25 Most Influential Women in Business in St. Louis"
St. Louis Business Journal
- 2001** **Recognition:** Sister Mary Jean Ryan, FSM
"100 Leaders to Watch in 2001"
St. Louis Business Journal

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- 2002** **Award:** SSM Health Care
Malcolm Baldrige National Quality Award
National Institute of Standards and Technology [NIST],
a non-regulatory agency of the U.S. Department of Commerce's
Technology Administration
- 2003** **Award:** SSM Health Care
"100 Leaders to Watch in 2003"
St. Louis Business Journal
- Recognition:** Sister Mary Jean Ryan, FSM
Honorary Degree/Doctor of Humane Letters
University of Missouri-St. Louis
- Recognition:** Sister Mary Jean Ryan, FSM
Honorary Degree/Doctor of Humane Letters
Lindenwood University-St. Charles, MO
- Award:** SSM Health Care
'2003 Missouri Industry of the Year"
Large-Based Category
Associated Industries of Missouri & Mid-Missouri Business Journal
- Recognition:** Sr. Mary Jean Ryan, FSM, and SSM Health Care
"Sr. Mary Jean Ryan Endowed Scholarship"
Saint Louis University, School of Public Health
(As benefactor of the scholarship, SSM Health Care is named as a founding member of the School of Public Health's Public Health Partners Program. (In honor of SSM Health Care becoming the first health care organization to receive the Malcolm Baldrige National Quality Award.)
- Recognition:** Sr. Mary Jean Ryan, FSM (#8)
"100 Most Powerful People in Healthcare"
Modern Healthcare magazine
- Award:** SSM Health Care
OWL Women of Worth Awards Program
Gateway Chapter – St. Louis, MO
- 2004** **Award:** Sr. Mary Jean Ryan, FSM
"Business Person of the Year"
Clayton Chamber of Commerce
- Award:** Sr. Mary Jean Ryan, FSM
"Women of Distinguishment"
Soroptimists International – St. Louis Chapter

SISTER MARY JEAN RYAN, FSM

2004 (Con't)

Recognition: SSM Health Care
 "Pioneer in the Tobacco-Free Movement"
 Tobacco-Free Missouri Coalition

Recognition: Sr. Mary Jean Ryan, FSM (#7)
 "100 Most Powerful People in Healthcare"
 Modern Healthcare magazine

Award: Sr. Mary Jean Ryan, FSM
 St. Louis County Economic Council
 Business Excellence Award

Award: SSM Health Care
 AARP
 "Best Employer for Workers Over 50"

Award: Sister Mary Jean Ryan, FSM
 Excellence in Missouri Foundation
 Governor's Quality Leadership Award

2005

Recognition: Sr. Mary Jean Ryan, FSM
 St. Louis Business Journal
 "St. Louis Influentials"

Award: SSM Health Care
 Anti-Defamation League's (ADL's)
 A World of Difference Institute
 "Workplace Diversity Award"

Award: Sr. Mary Jean Ryan, FSM
 Modern Healthcare Magazine
 "Top 25 Women in Health Care"

Award: Sr. Mary Jean Ryan, FSM
 American Hospital Association (AHA)
 "Award of Honor"

Recognition: SSM Health Care
 DiversityInc
 "2005 Top 10 Company for People with Disabilities"

Recognition: Sr. Mary Jean Ryan, FSM (#13)
 "100 Most Powerful People in Healthcare"
 Modern Healthcare magazine

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- 2005 (Con't)** **Award:** SSM Health Care
AARP
"Best Employer for Workers Over 50"
- Award:** Sr. Mary Jean Ryan, FSM
Saint Charles Business Magazine
"50 Over Fifty Community Shaper"
- 2006** **Award:** SSM Health Care
American College of Medical Quality
"Institutional Leadership in Quality"
- Award:** SSM Health Care
Annual Diversity Award
Premier, Inc.
- Award:** Sr. Mary Jean Ryan, FSM
American Lung Association of Missouri
"Life and Breath Award"
- Award:** SSM Health Care
AARP
"Best Employer for Workers Over 50"
- Recognition:** Sr. Mary Jean Ryan, FSM (#21)
"100 Most Powerful People in Healthcare"
Modern Healthcare magazine
- 2007** **Recognition:** Sr. Mary Jean Ryan, FSM (#49)
"100 Most Powerful People in Healthcare"
Modern Healthcare magazine
- Recognition:** Sr. Mary Jean Ryan, FSM
"20 People Who Make Health Care Better"
HealthLeaders Magazine (November 2007 issue)
- 2008** **Award:** Susan Blow Award
St. Louis Business Journal (January 25, 2008 issue)
- Recognition:** Sr. Mary Jean Ryan, FSM
"Most Influential St. Louisans"
St. Louis Business Journal (Feb. 22-28, 2008 issue)
- Award:** Juran Medal
ASQ (American Society for Quality)

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- 2008 (Con't)** **Recognition:** Sr. Mary Jean Ryan, FSM (#13)
 "100 Most Powerful People in Healthcare"
 Modern Healthcare magazine
- 2009** **Recognition:** "Top St. Louis Caregivers"
 St. Louis Business Journal (Feb 20, 2009)
- Award:** C. Jackson Grayson Distinguished Quality Pioneer Medal
 APQC (American Productivity and Quality Center) (May 2009)
- Recognition:** "100 Most Powerful People in Healthcare"
 Modern Healthcare magazine
- 2010** **Award:** Annual Salute to Women in Leadership Health Care Award
 St. Louis Community Empowerment Foundation (May 2010)
- Recognition:** Sr. Mary Jean Ryan, FSM (#19)
 "100 Most Powerful People in Healthcare"
 Modern Healthcare magazine
- Award:** Distinguished Service Award
 Missouri Hospital Association (November 2010)
- 2011** **Recognition:** "Most Influential St. Louisans"
 St. Louis Business Journal (February 2011)

PUBLICATIONS**1986**

November

Health Progress

(National Journal of the Catholic Health Association)

Magazine Article: "**Caution Leads to Successful Venture with DME Company**"**1988**

January

Sisters TodayNewsletter Article: "**Healthcare Ministry and Religious Life: The Vital Link**"

June

Health Progress

(National Journal of the Catholic Health Association)

Article: "**Programs for the Indigent: Filling the Cracks in Healthcare**"

June

St. Louis Business JournalFeature Story: Sr. Mary Jean Ryan, FSM and Norman McCann
"**Board Games**"

SISTER MARY JEAN RYAN, FSM

1990

April

St. Louis Sun

Editorial: Guest Column

“Personal Health Care Worthless if Ecological Well-being Ignored”

1991

March/April

Healthcare Forum Journal

Article: **“Between the Predictable and the Possible (CQI)”**

November

Quality Connection (Newsletter for HC Quality Improvement)

Article: **“Co-Conspirators in the Health Care Revolution”**

1992

March

Health Progress

Article: **“Cultivating Quality”**

(Co-Author, Gayle Capozzalo

Senior VP-Strategic Development, SSM Health Care System)

October

St. Louis Post-Dispatch

Editorial: **“Invest in the Health of Children”**

(Co-Author, Sr. Mary Roch Rocklage, RSM, President/CEO, Sisters of Mercy Health System, St. Louis)

Winter Issue

Human Development

Article: **“Health Forum for Women Religious”**

1993

Spring Issue

Quality Management in Health Care

Article: **“The Future is Continuous Quality Improvement”**

March

Health Progress

Article: **“Fostering Workplace Diversity”**

(Co-Author, Steven M. Barney, Senior VP-Human Resources, SSM Health Care)

June

Health Progress

Article: **“An Investment in Leadership”**

(Co-Author, Steven M. Barney, Senior VP-Human Resources, SSM Health Care)

SISTER MARY JEAN RYAN, FSM

1994

May

St. Louis Commerce

(Magazine publication of the St. Louis Regional Commerce & Growth Association)

SSM Health Care/Sister Mary Jean Ryan, FSM

Cover story article (written by Laura Barlow):**“ADDRESSING THE FUTURE OF HEALTH CARE”**

Spring

Quality Connection

(Magazine publication of the Institute for Healthcare Improvement)

Participated with other health care system CEO's for an

article (concerning CQI) entitled, **“GETTING UNSTUCK”**,**A Roundtable Discussion Among Three Health System CEO's**

August

QI/TQM

(Published By American Health Consultants)

Newsletter Cover Story: **“TOOLS FOR MANAGING CHANGE: SELF EMPOWERMENT”**St. Louis Business Journal

(Feature Cover Story)

SSM Health Care/Sister Mary Jean Ryan, FSM

“Movers and Shakers of 1994”**1996**

June

Health ProgressMagazine Article: **“PERSONAL COMMITMENTS NEEDED TO REDUCE VIOLENCE”**

July/August

Healthcare Forum JournalMagazine Article: **“DRIVING OUT FEAR, One CEO's Personal Journey”**

July 20

Hospital and Health NetworksMagazine Cover Story: **“TALK SHOWS”**

Quoted (along with CEO's and other executives from seven health systems concerning a wide terrain of current health care issues) at a Chicago forum led by Alden Solovy, Executive Editor.

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1997

- Spring/Summer FSM Magazine (Vol. 9, No. 1)
Article: "**THE MINISTRY OF HEALTH CARE**"
- Spring Hospital and Health Networks
(American Hospital Association Publication)
Comment Contribution/Promotional Piece
- May/June Healthcare Forum Journal
Letter Reprint: Feedback received from article written by Sister Mary Jean Ryan, "Driving Out Fear: One CEO's Personal Journey" (featured in July/August 1996 issue)
- Nov/Dec. Health Progress
(National Journal of the Catholic Health Association)
Article: "**HEALTHY COMMUNITIES: GOOD HEALTH, GOOD SENSE**"
- July Book: "**CQI and The Renovation Of An American Health Care System: A Culture Under Construction**"
Co-Author with William P. Thompson
Published by ASQC Quality Press-Milwaukee, Wisconsin
- September St. Louis Currents-Third Edition
(Community Reference Tool-St. Louis Region; published in collaboration with the Missouri Historical Society [MHS])
Article: "**HEALTH CARE CHAPTER**"
- Nov.-Dec. Health Progress
(National Journal of the Catholic Health Association)
Article: "**HEALTHY COMMUNITIES: GOOD MISSION, GOOD SENSE**"
- 1998**
- January 20 Hospitals and Health Networks
Article: "**ETHICS & THE CEO**"
Reactor Panel (One of five CEO respondents)
- February 2-8 St. Louis Business Journal
"**WHO'S WHO IN HEALTH CARE**"
Cover Story & recognized in the article among other health care leaders in the St. Louis area.
- September St. Louis Post Dispatch
Article: "DOLL HOUSE BUILDING"
Sr. Mary Jean Ryan, FSM – Hobby

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1999

- March 1 St. Louis Business Journal
 Editorial - By Sr. Mary Jean Ryan, FSM
**“PROPOSITION B: IT MAKES GOOD SENSE TO SAY ‘NO’
 TO CONCEALED WEAPONS”**
- March 15 Modern Healthcare
 Article: **“SSM GEARS UP FOR BALDRIGE AWARD”**
 (Written by J. Duncan Moore, Jr.)
 Sr. Mary Jean Ryan, FSM/SSM Health Care Profile
- March 21 St. Louis Post Dispatch
 Article: **‘PROPOSTION B: MORE SECURITY OR DANGER?
 CONCEAL, CARRY WILL THREATEN PUBLIC HEALTH’**

2000

- Summer Issue Journal of Innovative Management (Goal/QPC)
 Article: **“PROCESS AND DESIGN MANAGEMENT: THE PATH TO
 ORGANIZATIONAL TRANSFORMATION”**
 (Leadership Perspective - Sr. Mary Jean Ryan, FSM)

2003

- March/April Nursing Economics
 Article: **“MAGNET AND BALDRIGE: SSM HEALTH CARE’S
 JOURNEY FOR EXCELLENCE”**
 (Interview by Alison P. Smith)
- May/June Journal for Healthcare Quality
 Interview with a Quality Leader: Sr. Mary Jean Ryan, FSM
“FIRST BALDRIGE AWARD IN HEALTH CARE”
- July Quality Digest
 Article: **“QUALITY CONVERSATION WITH SR. MARY JEAN
 RYAN, FSM”**
 (Interview by Kennedy Smith)
- August 25 Modern Healthcare
 Article: Featuring Sr. Mary Jean Ryan, FSM (#8)
“100 MOST POWERFUL PEOPLE IN HEALTH CARE”
- September Issue Trustee Magazine
 Cover Story Article/SSM Health Care: *Reach for the Stars*
“TOPS IN QUALITY”
 (First Health Care System to Win the Malcolm Baldrige National Quality Award)

SISTER MARY JEAN RYAN, FSM

2003 (Con't)

- September Issue St. Louis Commerce
Article: **“WASHINGTON POST PRAISES SSM AS A BEACON FOR BETTER HEALTH CARE”**
- September Issue Hospitals & Health Networks
(American Hospital Association Publication)
Article: **“HOW HEALTH CARE WON ITS FIRST BALDRIGE”**
- September 1 Catholic Health World
Article: **POWER LIST INCLUDES TWO CATHOLIC HEALTH CARE LEADERS**
- September 8 The Capital Times
(Newspaper—Lifestyle Section)
Article: **“SISTER RYAN IS HEALTH CARE POWERHOUSE”**

2004

- February 13-19 St. Louis Business Journal
Article: **“VISIONARIES”**
(Tobacco-Free Initiative)
- April 9 Washington Post
Article: **“A BEACON FOR BETTER HEALTH CARE”**
(Interview by David S. Broder)
- Spring Issue FRONTIERS of Health Services Management
Quality: Shaping Culture, Taking Action
Lead Article by Sr. Mary Jean Ryan, FSM
“ACHIEVING AND SUSTAINING QUALITY IN HEALTHCARE”
- Summer Issue Journal of Organization Excellence
Article: **“THE SPIRIT OF LEADERSHIP AND A COMMITMENT TO QUALITY TRANSFORM SSM HEALTH CARE SYSTEM”**
(History of SSM Health Care and its journey to becoming the first health care recipient of the Malcolm Baldrige National Quality Award.)
- Summer Issue American Executive
Article: **“EXCELLENCE AS STANDARD”**
(Sr. Mary Jean Ryan—Featured)
- Summer Issue Journal of Innovative Management
(Publication of GOAL/QPC)
Article By: **“PATIENT SAFETY: A MATTER OF INTEGRITY”**

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2007

March

Book: **“On Becoming Exceptional: SSM Health Care’s Journey to Baldrige and Beyond”**

Published by ASQ Quality Press-Milwaukee, Wisconsin

April 13-19 Issue

St. Louis Business Journal

Commentary Section, p.83

Excerpts from **“On Becoming Exceptional: SSM Health Care’s Journey to Baldrige and Beyond”**

October

La Nacion Newspaper

Buenos Aires, Argentina, p.7

Article by Rafael Mathus Ruiz

2008

July

St. Louis Women on the Move Magazine

Article: **Success is Making a Difference**