

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, Board of Directors, Premier, Inc. (2003-present)
 Chairperson, Committee on Directors, Premier, Inc.
 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)
- Former Commissioner, National Commission for Quality Long-Term Care (2004-2008)
- Former Member, Board of Directors, Institute for Healthcare Improvement (IHI) (2001-2007)
- Former Member, Board of Directors, United Way of Greater St. Louis (2000)
- Former Member, Board of Trustees, (MBNQA) Malcolm Baldrige National Quality Award Foundation (2004-2005)
- Former Member, Board of Overseers, Malcolm Baldrige National Quality Award (1997-1999)

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

Former Member, Board of Trustees, Saint Louis University

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

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

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

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

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

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

Former Member, Greater St. Louis Economic Development Council

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

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

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

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

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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: Sr. Mary Jean Ryan, FSM**
 "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)

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 Today
 Newsletter 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 Journal
 Feature Story: Sr. Mary Jean Ryan, FSM and Norman McCann
"Board Games"

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**"

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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)

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"**

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1994 (Con't)

August St. Louis Business Journal
(Feature Cover Story)
SSM Health Care/Sister Mary Jean Ryan, FSM
"Movers and Shakers of 1994"

1996

June Health Progress
Magazine Article: **"PERSONAL COMMITMENTS NEEDED TO
REDUCE VIOLENCE"**

July/August Healthcare Forum Journal
Magazine Article: **"DRIVING OUT FEAR, One CEO's Personal
Journey"**

July 20 Hospital and Health Networks
Magazine 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.

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