

Grace Finds A Way: A Transfer of Sponsorship



- **Sr. Mary Noel Brown, CSA**
Executive Leader of Sponsorship, Congregation of Sisters of St. Agnes
Member, SSM Health Ministries and Board of Directors
- **Laura S. Kaiser, FACHE**
President & Chief Executive Officer, SSM Health

Mission Continuation

- CSA Perspective
- SSM Health Perspective

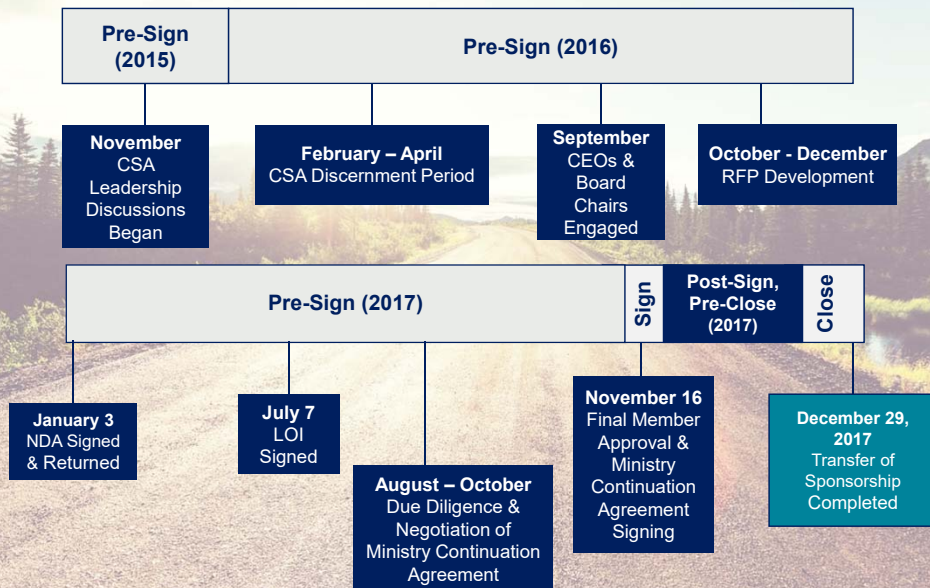
SSM Health Overview

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

- **Over \$500 million** in community benefit
- **40,000+** employees
- **9,900+** physicians/providers
- **300+** physician office/outpatient sites
- **24** hospitals
- **10** post-acute facilities
- **83** counties – SSM Health at Home
- **5.4 million** covered lives – Navitus
- **420,000+** covered lives – Dean Health Plan
- **40+** managed hospitals/affiliate relationships



Overall Timeline



Cultural Integration

What Went Well

- MCA not APA
- Common understanding & respect
- Integrate history & heritage/rituals
- Blending communities

Lessons Learned

- Individual responses vary to change
- Ensure deep & ongoing integration

Operational Integration

What Went Well

- First seek to understand
- Early signs
 - Epic
 - Civica Rx
 - Tools/infrastructure
- Dedicated integration resources

Lessons Learned

- Sensitivity to timing lags
- Due diligence burden
- Simplify
- Carefully manage System/Region hand-off
- Circle back/provide the why

Grace Finds a Way

- Unexpected blessings
- Strengthening Catholic identity
- The care goes on
- Shared symbols between CSA/FSM
- Wide recognition of common ground by caregivers

The Grace That Scorches Us

- Jan Richardson, *Circle of Grace*

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