

55th EOQ Congress
World Quality Congress
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



June 20, 2011 (Monday) Pre-Congress Seminars

KEMPINSKI HOTEL CORVINUS
REGINA BALLROOM I.

Erzsébet tér 7-8, Budapest V.
Monday 10:00 – 18:15

2.1. QUALITY IN HEALTHCARE

Seminar Chair: *Sister Mary Jean Ryan, SSM Health Care, St. Louis, MO, USA*

Ryan, Mary Jean (USA), Member of the International Academy for Quality (IAQ)

Sister Mary Jean Ryan, Franciscan Sister of Mary, is Chair and Chief Executive Officer of SSM Health Care (SSMHC), one of the largest Catholic health care systems in the United States, with 23 000 employees and 5400 affiliated physicians serving in 20 hospitals and 2 nursing homes. In 2002, SSM Health Care became the first health care recipient of the Malcolm Baldrige National Quality Award, the nation's premier award for performance excellence and quality achievement.

During her 23-year tenure, Sr. Mary Jean has emphasized three key themes: preservation of the earth's resources; valuing ethnic and gender diversity; and commitment to Continuous Quality Improvement (CQI). She is the author of "On Becoming Exceptional: SSM Health Care's Journey to Baldrige and Beyond", 2007 and co-author of "CQI and the Renovation of an American Health Care System: A Culture Under Construction", 1997.

Sr. Mary Jean has received numerous honors, including the Juran Medal from the American Society for Quality, the C. Jackson Grayson Distinguished Quality Pioneer Medal (2009) from APQC, the Life and Breath Award from the American Lung Association, the Governor's Quality Leadership Award in Missouri (twice) and the Award of Honor presented by the American Hospital Association. She has been named one of the 25 Most Influential Women in Business in St. Louis and has been named one of the most powerful people in health care by Modern Healthcare Magazine for the past seven years. She was elected as an Academician to the International Academy for Quality in 2008 and serves on several national, state, local, civic and health care boards. She received a Master's Degree in Hospital and Health Administration from Xavier University in Cincinnati. She is a nurse and has been a Franciscan Sister of Mary for more than 50 years.