



OSF Saint James

# NURSING ANNUAL REPORT

2023



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# LETTER FROM LIZ DAVIDSON



## Dear Nursing Colleagues,

It is my pleasure to share the OSF Healthcare Saint James – John W. Albrecht Medical Center 2023 Nursing Annual Report. The information shared in this report demonstrates the impact that nursing has on our patients and community. This report reveals the passion and personal accountability empowered nurses exhibit that are founded in the OSF Mission, Vision and Values and guided by the OSF Professional Practice Model. Creativity, knowledge, competence, communication, and leadership have been demonstrated as compassionate care within an evidence-based environment.

The accomplishments that included establishment of the Comprehensive Care Unit, reduced turnover, Clinical Ladder Advancement Program participation, individual certified nurse attainment, Legacy Rounds, and the Dedicated Education Unit are examples of the way nurses lead to improve outcomes while enhancing quality and safety.

Nurses bring delight to their patients. We hold their hand when nothing else matters. We listen to their fears and give them words of comfort. We put our arm around the spouse who is losing a loved one. Our strength becomes their strength. Laurie Beth Jones stated in her book, *Jesus, CEO* that “you may have to search for it, but once you hit the harmonic “C” – the note that matches perfectly with your soul – you, God, and destiny will be one harmonious sound”. Nursing has brought us together to share with one another and our patients. Be proud each day of the difference you make.

It is an honor to serve as your leader and collaboratively serve persons with the greatest care and love in a community that celebrates the Gift of Life. Thank you with prayers for your continued well-being.

Sincerely,

**Liz Davidson, DNP, RN**

Vice president Patient Care Services / Chief Nursing Officer

OSF HealthCare Saint James – John W. Albrecht Medical Center

# TRANSFORMATIONAL LEADERSHIP

Nursing leadership and teams collaborated to best identify how to care for those who come to us in need. The Comprehensive Care Unit was established to blend the ICU and Medical/Surgical Skilled Unit into one cohesive unit. Through opening the doors and cross-training, patient care became more effective and efficient while creating a sense of oneness and connectivity. A Monitor Technician position was created to improve observation of patient cardiac monitoring.



Nursing leadership is actively working on reducing turnover and retaining experienced nurses. Baseline voluntary turnover 16.6% FY2021, 9.1% FY2022, and 8.1% FY2023. After the “Great Resignation” nurses left the bedside or chose to travel for higher wages. Initiatives have been focused on rebuilding the right staffing at the right time in the right place while maximizing clinical resources that impact care. The Nursing Care Council reviews staffing (at a minimum of six times per year) to identify trends and improvement opportunities.

The shared governance structure within OSF Saint James – John W. Albrecht Medical Center allows for bi-directional feedback communication and decision-making. This provides the opportunity for nurse voice to be heard, valued, and practice transformation. Nurse Practice Council meets monthly to determine, define, and articulate the role of the professional nurse while incorporating the OSF Nursing Strategic Plan. Nurses actively participate on Ministry shared governance councils to enhance professional growth and practice transformation.

# TRANSFORMATIONAL LEADERSHIP

## MINISTRY PRACTICE COUNCIL MEMBERS

<b>Ana Uphoff</b>	Wound Council
<b>Caitlyn Freese</b>	Medical-Surgical Council
<b>Kristen Pence</b>	Nursing Informatics Council
<b>Chelsie Bergesen</b>	Pediatric Council
<b>Heidi Schladenhauffen</b>	Emergency Council
<b>Megan Mowery</b>	Vascular Access Council
<b>Bob Garcia</b>	Nursing Care Council

## RN EPIC CREDENTIALLED TRAINERS

<b>Diana Henson</b>	Clin Doc, MyChart Bedside
<b>Erin Wilson:</b>	ASAP
<b>Amber Hernandez:</b>	OpTime

## NURSING CARE COUNCIL

<b>Bob Garcia</b>
<b>Cati Mitchell</b>
<b>Rhiannon Moranville</b>
<b>Sabrina Nord</b>
<b>Kelsi Richardson</b>

# STRUCTURAL EMPOWERMENT

The commitment to professional development was enhanced by implementation of the redefined Clinical Ladder Advancement Program. In FY2023, a total of 37 RNs successfully applied with 35 achieving Level II and 2 achieving Level 3.

The OSF Transition to Practice (TTP) is designed to support new graduates through their first year as an OSF Mission Partner. This program provides a smooth transition to hospital nursing that increases confidence and job satisfaction. The TTP meets the learning needs of a new nurse and creates an individual development plan with input and support from nursing leadership and mentor.

The attainment of national certification validates a level of knowledge within a specialty to ensure excellent patient outcomes.

## CERTIFIED EMERGENCY NURSE

**Nykole Jackson**

**Anna Martin**

**Heidi Schladenhauffen**

**Kyle Steidinger**

**Erin Wilson**

## CERTIFIED PERIOPERATIVE NURSE

**Nicole Phillips**

## DAISY AWARD

The DAISY Foundation was established in 2000 by the family of J. Patrick Barnes who died from complications of the auto-immune disease ITP at the age of 33. DAISY is an acronym for “diseases attacking the immune system.” During Pat’s eight-week hospitalization, his family was awestruck by the care and compassion his nurses provided not only to Pat, but to everyone in his family.

One of the goals they set in creating a foundation in Pat’s memory was to recognize extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the super-human work they do every day. DAISY Award honorees exemplify a remarkable patient experience. These nurses consistently demonstrate excellence through their clinical expertise and extraordinary compassionate care. They are recognized as outstanding role models in our nursing community.

**We are proud to be a DAISY Award partner.**





# DAISY AWARD

## DAISY AWARD WINNERS

### RHIANNON MORANVILLE

Rhiannon's nomination stated: "We had a short night together, the shortest in Dad's entire stay, but of all the nurses (All who were GREAT!!) you were there for dad and I, when we needed you the most, when it counted most! You are/were the epitome of OSF's mission, to serve with the greatest care and love. In 7 short hours, Dad and I experienced the best of it. You were attentive to his needs all night and came in when I called, with no wait at all. You discussed things with me in a way I could understand and were upfront and honest when I needed you to be. No one wants to pass from this world alone and when you offered to sit with dad while I ran and got my Mom, my heart nearly burst. A floor full of patients, and had I not known otherwise, we could've been your only ones that night. I'm so glad he had you there in those last moments before we arrived. Thank you for helping Dad pass peacefully, free of pain, and surrounded by that love him."



## DAISY AWARD WINNERS

### KAYLA CROCKER

Kayla's nomination stated: "My heart went into afib and I was disoriented and not doing well. I was cared for by Kayla. She instructed me and was very kind. When meds wouldn't work, the doctor decided to try to shock my heart. I was terrified. Kayla was great, and so was the doctor. But, I believe I asked her if I would die when they zapped me. Her down-to-earth and honest response was welcoming. It made me actually laugh out loud. The shock did not work, and I was very frustrated and discouraged at this point. Kayla was strong and patient the entire time. I am grateful. I have had some pretty bad experiences in the past at hospitals. I was relieved because of her skills. Yes, after a few hours in ICU the treatments and meds worked and my heart returned to normal. I returned to thank her and the rest of the staff. Please be generous with this earth angel. She deserves to be blessed in the measure that she blesses others."





# EXEMPLARY PROFESSIONAL PRACTICE

Annually, the I Am an OSF Nurse Symposium provides the opportunity to recognize exceptional nurses through the OSF Nursing Excellence Awards. **Nycole Jackson** won in the category of Exemplary Professional practice.

“

Nycole is an amazing nurse by any standards. She demonstrates Serve First and Be Courageous by standing up for her patients and advocating for them to get the best care possible. The amount of knowledge she brings to the table to share with fellow mission partners and their families is outstanding. She practices Be One by sharing her knowledge of human trafficking with Mission Partners and with EMS agencies. She also helps to organize a local Walk for Freedom to bring awareness to the issue. Nycole is a good human. She works to create a better future for those to come. She volunteers with the Dream Center Peoria and uses the knowledge gained from these experiences to enhance her nursing practice. She also volunteers as medical staff for Honor Flights, an organization that provides trips to Washington DC for veterans.



She demonstrates Improve Daily by constantly challenging others to learn and be the best they can be. She holds not one but three national certifications including: Certified Emergency Nurse, Trauma Certified Registered Nurse, and Certified Pediatric Emergency Nurse. As the only nurse in our department to hold all 3 of these certifications, Nycole practices All In by encouraging her fellow Mission Partners to also become certified. Recently, when a fellow Mission Partner successfully completed her Certified Emergency Nurse Certification, Nycole came in on her day off to decorate the breakroom with balloons, streamers, and fun dress-up items to celebrate her friend's achievement. What makes Nycole amazing is her positive outlook and the way she sees the best in everyone. She truly encourages all of us to be kinder, better people. The empathy she shows for her patients goes well beyond the bedside. This is what securing tomorrow looks like to me.



# FALL PREVENTION AND MANAGEMENT PROGRAM

OSF HealthCare Fall Prevention and Management Program has been developed over several years to be robust and comprehensive. It aligns with AHRQ Preventing Falls in Hospitals A Toolkit for Improving Quality of Care. Nursing Evidence is reviewed regularly and is the basis for best practices and interventions. FY23 2 falls with injury actual as compared to target less than 4 patient falls with injury. Utilization of Safety Zone companion and fall bundle for identified high risk patients along with Charge Nurse dashboard utilization to identify admission risk assessments not completed contributed to success.

Interprofessional Readmission Workgroup focused on identifying gaps and creating solutions to better prepare patients and their loved ones for post discharge care. This team focuses on optimization of inpatient care and transitions to decrease readmission which ultimately translates to decreased mortality and improved overall healthcare outcomes.

Nursing Peer Review provides the opportunity to improve the quality and safety of nursing care. The transparency of nursing performance through One OSF Nursing Peer Review aligns with the goal of nursing excellence within a non-punitive culture supports improvement of individual performance and alignment with standards of nursing practice. This promotes identification of learning opportunities, potential practice changes, and professional growth.

## THE GIFT OF HOPE

**DONATION** Our Gift of Hope committee was presented with bronze status for exemplary partnership with the U.S. Department of Health and Human Services, Health Resources and Services Administration DoNation Campaign. Committee members promote a workplace culture supportive of organ donation.



The Dedicated Education Unit (DEU) is an innovative joint educational approach between OSF HealthCare and Academic Partners that provides nursing student clinical experiences through the collaborative efforts of OSF HealthCare nurses serving as instructors and the Academic Partner facility. OSF HealthCare Saint James – John W. Albrecht Medical Center has partnered with the University of St. Francis in Joliet, IL to provide opportunities for student clinical rotation. Darla Dixon and Sabrina Nord are the DEU instructors guiding students through the clinical experience to integrate and support classroom learning; integrate theory, practice, and research; and challenge the students clinical reasoning. Nurses can educate the next generation of nurses and the entire unit welcomes and integrates students into the workflow and culture.



## NEW KNOWLEDGE, INNOVATION, AND IMPROVEMENTS

Workplace violence (WPV) prevention and safety is essential in the healthcare setting that is four times more common than in private industry. Increased protection for our Mission Partners has been focused on identification of patients at risk for aggression through assessment using the Violence Assessment Tool (VAT), managing aggressive patients with Control Alert processes for de-escalation, and providing post-event support and resources. Online and in-person education/training that includes hand-on techniques empower nurses to protect themselves. The Local Workplace Violence team reviews the Monthly/Quarterly WPV report and seeks to mitigate identified opportunities for improvement.

As health care continues to evolve and grow, leading organizations including OSF HealthCare are looking at how best to weather the current challenges as well as prepare for the future. OSF HealthCare was uniquely positioned to confront change head on. From our founding Sisters to today, leading transformation has been and continues to be part of who we are. Many hospitals and health care systems, especially in rural areas, are struggling to care for expectant mothers right now. This is due to several factors, including physician shortages, staffing challenges, regulatory requirements, and financial hardships. Within our Ministry, we are blessed to have excellent providers and clinical teams who care deeply for the patients and families who depend on us – including those who are expanding their families. OSF HealthCare evaluated where to provide birthing, labor and delivery units, as well as general obstetrics and gynecological services such as prenatal visits or well-woman visits. The number of babies born at OSF Saint James has been declining over the last couple of years,

which aligns with the aging population of Livingston County. Currently Pontiac is birthing 10-15 babies per month on average. Years ago, the hospital used to birth 500+ babies per year. That low number of babies born is not considered safe for quality care for the few families who do need those services. OSF Saint James will shift its services to focus on the future growth of services outside of delivery babies and will streamline its labor and delivery services to other hospitals within OSF HealthCare to ensure the long-term viability of all of our hospitals. OSF Saint James will continue its commitment to women's health through a variety of services including, but not limited to gynecological surgical procedures, lactation consultation, natural family planning via Creighton Model Fertility Care System, and overall women's health, such as 3D mammography, bone density, and wellness screenings.

The Emergency Department nurse leaders stepped forward to create processes, policies, and procedures in collaboration with OSF HealthCare Maternal-Fetal experts. Nurses attended in-person simulation education sessions held in collaboration with Jump Trading Simulation & Education Center.





# NEW KNOWLEDGE, INNOVATION, AND IMPROVEMENTS

## NURSE EDUCATION

Nurse education has been decentralized to department specific oversight (Department Supervisors) to ensure clinical competency, evidence-based clinical quality, and changes in nursing practice based on sound-research. Professional development is embedded into clinical operational excellence practices. Nursing Grand Rounds-Professional Development series is held across OSF HealthCare online via OSF Corporate University. 2023 topics included focus on pediatric patients, health equity, career ladders, autism, stroke care, sickle cell disease, drug diversion, ethics, human trafficking, and diabetes.



## LEGACY ROUNDS

Legacy Rounds allow multiple disciplines to come together to discuss challenging, emotional, and social issues they face in caring for patients. These are done quarterly and coordinated by nurses to strengthen teams and improve teamwork while decreasing feelings of stress and isolation.

## SAUL COMFORT DOG

Saul Comfort Dog joins us to interact with our Mission Partners. Saul is a part of the Lutheran Church Charities program that trains golden retrievers to be sent out across the country as trained comfort dogs. They train from approximately 8 weeks old and have lots of experience in different settings. These interactions positively impact nurses' sense of wellbeing.





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