



OSF HealthCare Saint Anthony Medical Center

# Nursing Annual Report 2024

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# NURSING MISSION PARTNERS,

As we reflect on the past year, I am filled with immense pride and gratitude for the unwavering dedication, resilience and compassion demonstrated by our nursing team. Your exceptional efforts have made a profound impact on the lives of our patients and the overall success of our organization.

This annual report is a testament to the hard work and commitment of our nursing professionals. It highlights our achievements, showcases our innovations and provides insight into the progress we have made in delivering outstanding care.

Key accomplishments from this year include:

- **Patient-Centered Care:** The collaboration and ongoing efforts around implementing Nursing Cares and Virtual Nursing have allowed for improved patient outcomes and patient satisfaction, while fostering a culture of trust and teamwork.
- **Professional Development:** We have continued to invest in the growth and development of our nurses through our Guild and Career Ladder programs. Submissions nearly doubled in 2024, reaching 93 advancements, fueled by ongoing council efforts aimed at awareness, education and engagement.
- **Collaborative Practice:** Our interdisciplinary approach has strengthened teamwork and communication across all departments, ensuring comprehensive and coordinated care for our patients.
- **Quality Improvement Projects:** We have implemented numerous quality improvement initiatives that have enhanced patient safety and clinical effectiveness.

I want to extend my heartfelt thanks to each of you for your ongoing efforts and dedication. Your commitment to excellence in nursing care is truly inspiring, and it is an honor to work alongside such a talented and passionate team.

As we look ahead to the coming year, let us continue to foster an environment of collaboration, innovation and compassion. Together, we will build on our successes and strive to achieve even greater heights in patient care.

Thank you for all that you do.

Sincerely,



Amy Kirchhoff MSN, RN, NE-BC

Interim Vice President and Chief Nursing Officer

# TRANSFORMATIONAL LEADERSHIP

OSF Saint Anthony Mission Partners are a community of caregivers guided in action by the OSF Mission, Vision and Values. Our Mission Partners live our Mission daily as we strive to move closer to realizing the OSF Vision of transforming health care to improve the lives of those we serve. OSF Saint Anthony nurses, from the CNO to the frontline, are at the forefront of this transformation, providing influential, visionary leadership. Transformational leaders inspire others to stimulate the change needed within the organization to meet the ever-changing needs of those we serve. The nursing leaders at OSF Saint Anthony lead from the heart, with a passion for nursing and providing quality outcomes for our patients.



# OSF GOALS AND NURSING STRATEGIC PRIORITIES

Annually, the Ministry defines the strategic priorities aligned with the Mission and supportive of the fiscal year goals. For 2025, OSF will continue to sustain the Ministry, personalize patient experience, excel clinically and become an employer of choice as we transform health care and deliver operational excellence. OSF nursing prioritizes work to align with overall strategic

priorities. Each year, OSF Saint Anthony nursing leaders collaborate to outline goals that align with Ministry, Ministry nursing and OSF Saint Anthony priorities. OSF nursing is working to bring clarity to practice, align with best practices and move to improve as we align with the five-star clinical excellence plan as a Ministry.

**OUR MISSION:** In the spirit of Christ and the example of Francis of Assisi, the Mission of OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the Gift of Life.

**OUR VISION:** Embracing God's great gift of life, we are one OSF Ministry transforming health care to improve the lives of those we serve.

**Delivering five-star quality patient care at every OSF location.**

**Exceptional 5 Star Care**

- Nursing Cares 1 & 2 (inclusive of patient experience)
- Progress the Care: Clinical Excellence Plan 1 & 2 Solutions
- Evidence based bundles implementation
- Home Care: Timely Initiation, Hospitalization

**Creating sustainable growth through relationships, community engagement and destination care.**

**Effective Team**

- Integration of documentation timeliness & efficiency, tools & technology effectiveness
- Optimize utilization of Nurse clinics & triage Care Processes ambulatory & digital services
- Integrated Chronic Care across continuum: focus on HF, COPD, PN

**Knowing our patients and community and delivering care options that meet their needs when and where they need it.**

**Every Encounter**

- Mission-driven experiences: response to patients
- Interwoven experience – Physical Care with digital service

**Creating and achieving a sustainable margin and cost structure for the future.**

**Effective stewardship**

- Right Staffing meeting patient needs
- Performance Management: scorecards, leader tools, data analysis, Q/S support

**Optimization of the workforce and Mission Partner experience from hire to retire.**

**Empower Learning & Engage Mission Partners**

- Implement Nursing Transition to Practice program all settings
- Nursing Competency Model Implementation
- Well-Being & Work Life harmonyinvest in Me: Career Ladders, Nurse Leader Pathway Prof Dev, Support
- Personnel Workforce analysis & Planning

**OUR VALUES:** Compassion Employee Well-being Integrity Justice Leadership Stewardship Supportive Work Environment Teamwork Trust



## CLINICAL NURSES AT THE FOREFRONT OF MAGNET VISIT PREPARATIONS AND LEADING CULTURE

Members of the Magnet Ray committee were instrumental in preparing their teams and OSF Saint Anthony for our fifth Magnet site visit. Members included: Alex Hartwig, Tammy Wennmacher, Cierra Volpendesta, Cassi Nickel, Ashley Osterberg, Amanda Lancaster, Gabi Marquardt, Hannah Babler, Kayla Polarre, Nici Rubin, Emilie Weisser, Megan Brown, Kendra Struven, Lacie Driscoll, Donna Miller-Hyacinthe, Dana Martin, Katie Campbell, Dominique Downing, Becky Hague, Priscilla Meraz, Nisha Patel, Judy Sandoval, Jordan Silberhorn, Lauren Steiner and Hannah Taylor. Members of the committee brainstormed creative yet effective ways to communicate what it means to be a Magnet organization and a Magnet nurse; they delivered on that!

Each month, members collaborated to deliver a newsletter called Magnet Miles “to shed a little light on the Magnet journey.” A meaningful logo was developed and can be spotted throughout the hospital. The group also developed the Magnet board concept and was responsible for updating the content for awareness. Did you know we wear Magnet on Mondays? Another example of an idea from the Rays is that they developed a t-shirt through a competition for the most creative idea submission. In September 2023, committee members joined the OSF Saint Anthony leadership team at Leadership Development Day to share one final message in preparation for the site visit. They delivered a heartfelt message of pride and dedication to the nursing profession, the organization and the OSF Mission.



Samantha Singer, RN, Cardiovascular Telemetry, developed a video spotlighting OSF Saint Anthony nurses and their ideas of what it means to be Magnet nurses. This video was shared throughout the Ministry during the May 2024 OSF Nursing Professional Development Series Presentation “OSF Journey of Nursing Excellence.” The Magnet Rays also shared it during their visit to Leadership Development. Want to see it? It is located in the Corporate University playlist of the 2024 archived series: **2024 Nursing Professional Development Series Archived Sessions.**

## OSF SAINT ANTHONY NURSE PROFESSIONAL GOVERNANCE

The shared governance structure within OSF Saint Anthony is another mode for sharing ideas, feedback and decision-making. This group of clinical nurses is supported by the structure and processes of our professional governance bylaws, which allow them to be involved in the professional practice within OSF Saint Anthony. Throughout 2024, a committed group of clinical

nurses have come together to discuss necessary changes and spread information to all nurses and teams at OSF Saint Anthony to improve the outcomes of our nursing teams and patients. This group also helped facilitate Magnet site visit preparations to ensure the visibility, recognition and support of the wonderful work our nurses are doing to impact their practice.



## MEDICATION ADMINISTRATION CHANGES: STUDENT INPUT TRANSFORMS PRACTICE THROUGHOUT THE MINISTRY

During COVID-19, nursing and pharmacy collaborated to identify ways to improve medication administration, allowing nurses to minimize room entry and use PPE. This was a great workstream satisfier for nurses; however, when heavy COVID-19 census days were over, medication administration practices returned to normal. During an inpatient nursing shift, a nurse may have medications to administer to one patient as little as once a shift, but more commonly, more than four times per patient. This task can become time-consuming with rigid time parameters, impacting the nurse's daily work.

Following COVID-19, a nursing student and OSF Saint Anthony 4 Main/Telemetry CNA, Mariah Stewart, pursued a senior leadership project that questioned medication administration practices and the way things had always been done, given her knowledge of the bundled medication administration times during the pandemic.

She worked with 2N/CV Telemetry nursing leader Elizabeth Collins throughout this project. Upon completion of the project, Elizabeth

continued to advocate for changes to medication administration practices. It has taken multiple requests and explanations to many listening ears, but after many years, OSF is moving forward with new medication administration practices that give the nurse more autonomy in managing their shift.

The first change lengthens the medication administration window from one hour before and one hour after the due time to two hours before and two hours after the due time for routine medications. This gives the nurse a four-hour window to administer medications, promoting critical thinking and planning throughout the shift rather than checking timed boxes.

Additional changes around medication administration orders and times are underway. Throughout OSF, many nurses and pharmacists have challenged the status quo and improved this practice for clinicians. By the end of 2025, OSF will have new practices in place for all nurses, and this change started with one student nurse asking WHY.





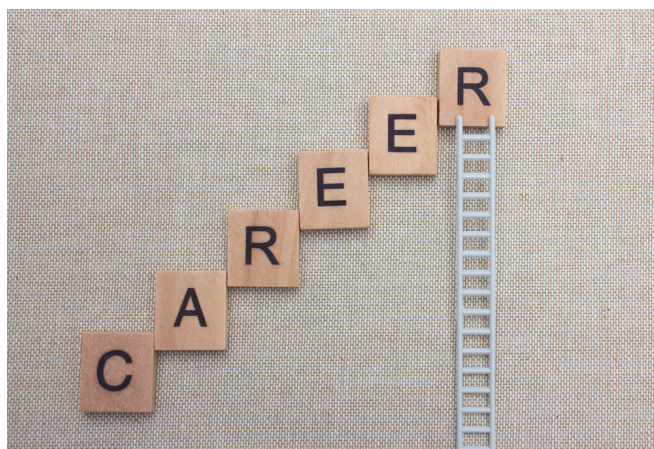
# STRUCTURAL EMPOWERMENT

Empowering nurses to achieve optimal outcomes for patients and the community while fostering their professional development is facilitated through structures and programs within OSF HealthCare. Nurses shape care delivery, establish standards of practice, identify opportunities for improvement, implement targeted professional growth strategies, conduct research and apply evidence-based practices while utilizing safe, efficient, and effective methods to manage patient care throughout the organization. At OSF Saint Anthony, we encourage our nurses to pursue further education and professional development, engage in shared decision-making groups, join professional organizations, obtain national certification and actively participate in the community to advance the nursing profession.

## COMMITMENT TO PROFESSIONAL DEVELOPMENT

A commitment to the professional growth and development of OSF Saint Anthony nurses is a key priority for investing in our Mission Partners and ensuring excellent patient outcomes. Professional development can mean different things to different people. While formal education or achieving a national professional certification may be important to some nurses, for others, professional development might include joining a committee, participating in a journal club, or precepting students or new Mission Partners. At OSF Saint Anthony, nurses have the flexibility to choose how they want to be involved and grow within their practice and career. Our nursing leaders are dedicated to supporting this individualized development

and maintaining relationships with their nurses to understand their professional development goals and preferences for recognition. Among the programs designed for the role and professional development are the OSF Nursing Progressive Competency Onboarding Model (PCOM), transition to practice (TTP), OSF Career Ladder and Guild.



## PROGRESSIVE COMPETENCY ONBOARDING MODEL (PCOM): A NEW APPROACH TO DEVELOPING NEW NURSING MISSION PARTNERS

In August 2024, OSF Saint Anthony launched an innovative approach to onboarding new nurses in our medical-surgical departments. This evidence-based strategy transforms the traditional method of nurse onboarding by ensuring the repetition of crucial clinical foundations in practice, building upon competencies gained through experience and fostering accountability for learning and development.

New nurses at OSF Saint Anthony work closely with a preceptor through PCOM implementation to develop practice competency, engage in educational opportunities, and demonstrate practice competency using personalized validation techniques. Twenty-one of the thirty-four nurses who joined the OSF Saint Anthony medical surgical units during the last four months of 2024 have successfully completed all six onboarding tiers. These nurses have effectively applied their nursing knowledge and skills related to OSF core values, patient assessment and documentation, safe medication delivery and patient education, communication, teamwork, time management, quality, safety, professional development and transformational leadership.

## FOCUSING ON THE FIRST YEAR AS A NURSE: AN UPDATED PROGRAM TO SUPPORT NURSES DURING THIS CRUCIAL TRANSITION

Transitioning from student nursing to professional practice is a pivotal moment in a nurse's career. This transition represents one of the most stressful phases in a nurse's professional journey. Evidence indicates that providing new nurses with education, social connections and tools to prevent burnout effectively alleviates the stress of this transition and prepares them for successful practice, thereby improving patient outcomes.

In 2024, members of the OSF Saint Anthony professional development team joined efforts within the OSF Ministry to rebuild the OSF transition to practice framework, carefully aligning the program to meet the American Nurses Credentialing Center's (ANCC) Practice Transition Accreditation Program (PTAP) guidelines. The ANCC PTAP framework is the standard for residency programs for new graduate nurses. A key update to the OSF Transition to Practice (TTP) program is the return of in-seat sessions.

OSF Saint Anthony will host monthly sessions. Nurses will learn about communication and managing challenging conversations, social determinants of health and advocacy, cultural humility, quality and safety and professional development. Most importantly, new graduate nurses will navigate their first year of practice with the support of peers and mentorship from our professional development team.

## PROFESSIONAL DEVELOPMENT DISPLAYED IN EXEMPLARS THROUGH OSF CAREER LADDER

2023 was the inaugural year for OSF Saint Anthony nurses to participate in the OSF Career Ladder program. We saw over a 70% increase in participation from year one to year two. Ninety-four nurses were promoted from career ladder one. Peer word of mouth, in-seat learning, group planning, continuous championing, and support for professional nursing growth all help accomplish this.

Congratulations on achieving Career Ladder II:

<b>Michelle Burkat</b> 2N	<b>Caitlyn Pryor</b> 2N	<b>Tammy Wennmacher</b> 2N	<b>Hillary Woodard</b> 2N	<b>Zenia Contreras</b> 3E	<b>Priscilla Meraz</b> 3E
<b>Grace White</b> 3E	<b>Chantelle Couch</b> 3N	<b>Cassidy Hanson</b> 3N	<b>Amanda Lancaster</b> 3N	<b>Catherine Dupree</b> 4M	<b>Michelle Guzzardo</b> 4M
<b>Lauren Steiner</b> 4M	<b>Hannah Taylor</b> 4N	<b>Elizabeth Archer</b> CCC	<b>Hope Cassell</b> CCC	<b>Christin Davenport</b> CCC	<b>Brianna Markgraf</b> CCC
<b>Gabrielle Marquardt</b> CCC	<b>Annie McDonald</b> CCC	<b>Katrina Niedermeier</b> CCC	<b>Madeline Proffitt</b> CCC	<b>Stephanie Ramirez</b> CCC	<b>Grace Schaefer</b> CCC
<b>Kayla Shaulis</b> CCC	<b>Melissa Ziegler</b> CCC	<b>Kimberly Hernandez</b> IMCU	<b>Karin Martinez</b> IMCU	<b>Taylor Mathias</b> IMCU	<b>Cassandra Nickel</b> IMCU
<b>Jordan Silberhorn</b> IMCU	<b>Michelle Alvarez Gerbino</b> NTBICU	<b>Anton Barton</b> NTBICU	<b>Brianna Bowman</b> NTBICU	<b>Ashley Blaszczyk</b> NTBICU	<b>Katherine Champley</b> NTBICU
<b>Lacey Hessian</b> NTBICU	<b>Darin Hagemeyer</b> NTBICU	<b>Rebecca Kelley</b> NTBICU	<b>Courtney Ditto</b> NTBICU	<b>Tracy Kennington</b> NTBICU	<b>Leslie Lopez Reyes</b> NTBICU
<b>Yanin Lopez Reyes</b> NTBICU	<b>Glorie Malone</b> NTBICU	<b>Kari O'Carroll</b> NTBICU	<b>Andrew Shultheis</b> NTBICU	<b>Emilie Wiesser</b> NTBICU	<b>Stephanie Berkenpas</b> OB

<b>Hayley Bunge</b> OB	<b>Susan Burrows</b> OB	<b>Jennifer Chavez</b> OB	<b>Marlena D'Agostin</b> OB	<b>Tammy Gettings</b> OB	<b>Oliver Hammonds</b> OB
<b>Rachel Hoffman</b> OB	<b>Maggie Humphry</b> OB	<b>Courtney Keller</b> OB	<b>Allison Moore</b> OB	<b>Rebecca Stewart</b> OB	<b>Jill Taylor</b> OB
<b>Christiana VanSistine</b> OB	<b>Tamara Whalen</b> OB	<b>Melissa Williams</b> OB	<b>Rebecca Glenn</b> OR	<b>Michelle Kohn</b> OR	<b>Bailey Murray</b> OR
<b>Christina Sinople</b> OR	<b>Shannon Thoms</b> OR	<b>Olga Tremud</b> OR	<b>Catherine Myers</b> PACU	<b>Kristeen Dotzler</b> ED	<b>Sarah Vineyard</b> CFCC

Congratulations to Career Ladder III promotions:

<b>Donna Miller-Hyacinth</b> 2N	<b>Samantha Singer</b> 2N	<b>Cierra Volpendesta</b> 2N	<b>Andrew Bressler</b> CCC	<b>Danielle Coleman</b> CCC	<b>Rebecca Hauge</b> CCC
<b>Michelle Leitzinger</b> CCC	<b>Dana Martin</b> CCC	<b>Jennifer Piotrowski</b> CCC	<b>Jessica Schoensiegel</b> CCC	<b>Taylor Fry</b> OB	<b>Lacie Driscoll</b> OB
<b>Mary Gambino</b> OB	<b>Erin Tracy</b> OB	<b>Nancy Laga</b> OB	<b>Hannah Babler</b> OR	<b>Rebecca Banks</b> PACU	<b>Deana Foley</b> ED
<b>Ashley Osterberg</b> ED	<b>Judy Sandoval</b> GI	<b>Angel Hughes</b> NTBICU			

## RECOGNITION OF NURSING

Interdisciplinary Clinical Excellence Awards are an annual award program held to recognize interdisciplinary commitment to achieving excellence. In May 2024, during hospital week, 200 Mission Partners gathered to celebrate our nominees and the continued work we do daily to improve outcomes. Congratulations to our 2024 winners!

### INTERDISCIPLINARY CLINICAL EXCELLENCE AWARDS 2024



**Collaborative Effort:** TBI/ICU, Security, Quality/Safety



**New Knowledge & Innovation:**  
Dawn Redmond



**Structural Empowerment:**  
Judy Sandoval



**Professional of the Year:**  
Dr. Amith Jacob



**Advanced Practitioner of the Year:**  
Sheila Standfield



**RN of the Year:**  
Martha Posada



**Transformational Leader:**  
Mel Melau



**Exemplary Professional Practice:**  
Pam Solverson



**Rookie of the Year:**  
Amber Stark



**Department of the Year:**  
Neuro Trauma Burn ICU

**Transformational Leader:**

Mel Melau

**Structural Empowerment:**

Judy Sandoval

**Exemplary Professional Practice:**

Pam Solverson

**New Knowledge and Innovation:**

Dawn Redmond

**RN of the Year:**

Martha Posada

**Rookie of the Year:**

Amber Stark

**Collaborative Effort:**

Neuro Trauma Burn ICU, Security, and Quality/Safety

**Advanced Practice Provider of the Year:**

Sheila Standfield

**Professional of the Year:**

Dr. Amith Jacob

**Department of the Year:**

Neuro Trauma Burn ICU



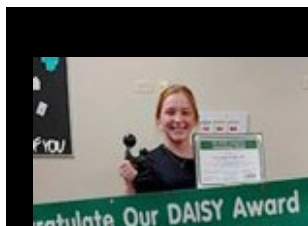
## EXTRAORDINARY EXCELLENCE IN NURSING RECOGNIZED WITH THE DAISY AWARD®

The DAISY Award program can be found in over 2,000 health care facilities in all fifty states and fourteen countries. An acronym for Diseases Attacking the Immune System, the DAISY Foundation was formed in November 1999 by the family of J. Patrick Barnes, who died at the age of thirty-three of complications related to idiopathic thrombocytopenic purpura (ITP). During his eight-week hospitalization, his family experienced the best in nursing care and compassion. Their goal in creating the foundation was to recognize extraordinary nurses and to thank them for the gifts they give their patients and families every day.

### DAISY Award winners:



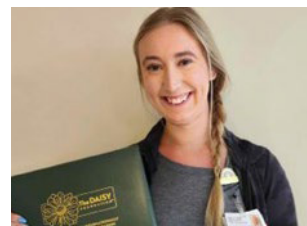
Tricia Ulferts,  
Clinical Resource Team



Shealee Smith,  
Intermediate Care Unit



Bridgette Visel,  
Critical Care Center



Sara Redig,  
Critical Care Center



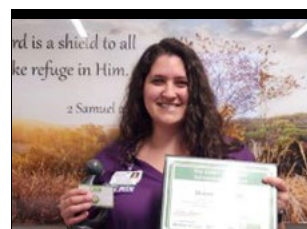
Jan Sladek,  
Cardiovascular Telemetry



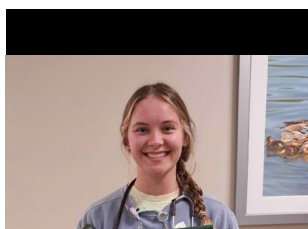
Aubrey Leonard,  
Orthopedic Acute



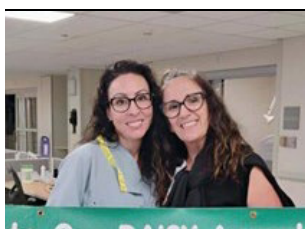
Georgia Gray,  
Critical Care Center



Sharon Khalil,  
Orthopedic Acute



Tierra Boss,  
Orthopedic Acute



Molly Ziegler and Annie  
McDonald,  
Critical Care Center



Sister Rose,  
Center for Cancer Care

# EXEMPLARY PROFESSIONAL PRACTICE

The OSF Saint Anthony nursing staff is dedicated to employing exemplary professional practices in every aspect of patient care. By emphasizing evidence-based processes and team-oriented patient-centered care, our nursing Mission Partners continually uphold the standards of care we provide to the community. Valued collegial working relationships with members of other disciplines, such as medicine, pharmacy, laboratory, therapy and more, are essential to fulfilling the Mission. Autonomy within the nursing profession fosters engaged Mission Partners dedicated to improving quality, the workplace, their professional performance, and patient outcomes. All of these contribute to a culture in which nurses are empowered to practice fully at the top of their licensure and enhance professionalism.

## Centers of Excellence Designations:

- Magnet®- American Nurses Credentialing Center
- Get with the Guidelines Stroke Program - American Heart Association
- Comprehensive Stroke Center - DNV
- Center for Cancer Care: Quality Oncology Practice Initiative - American Society of Clinical Oncology
- ACOS Accredited Trauma Center - ACS
- Orthopedics Center for Excellence Hip and Knee Joint Replacement - The Joint Commission
- Intersocietal Accreditation Commission (IAC) Cardiac Electrophysiology Accredited program



## NURSING CARES: USING INNOVATION TO BUNDLE CARES AND TRANSFORM THE CARE DELIVERY MODEL

To address care issues, an innovative project, “Nursing Cares,” was piloted at OSF Saint Anthony in preparation for continual expansion across the system. Key to this program is “Innovation Fellows,” who are clinical nurses who work within our system Clinical Resource Team, an internal float and travel pool and were selected to participate in this one-year fellowship. Three initial phases fully implemented to date include (1) documentation and communication, (2) nursing care that focuses on the top eight missed cares reported and (3) virtual nursing.

The documentation portion of the initiative focuses on decreasing time spent documenting as well as redundant charting of notes and normal findings. Strategies include teaching nurses efficient ways to document, including using Macros and expedited assessment charting. Just-in-time charting to allow for more accurate predictive model performance is also emphasized, as is the use of Rover technology.

Communication aims to enhance caregiver handoffs by implementing the evidence-based I-PASS and SAFETY mnemonics. To tackle the most frequently missed nursing cares, there is an emphasis on oral care, catheter care, chlorhexidine bathing, daily bathing and linen changes, nutrition and feeding assistance, ambulation, and turning patients. Virtual nursing utilizes nurses from the department to provide virtual support for admissions, discharges, patient education and other patient-supportive functions. The next initiative to be launched is a mobility program along with a redesigned medication delivery system.

A primary way nurses can impact a health care organization is cost-related to care coordination, continuity and nurse turnover. Nursing Cares focuses on practice to address the top nursing care-related safety events, starting with the delivery of a medical and surgical nursing care bundle that includes care team transitions, care team plan and communication, patient and family involvement in care and exceptional patient care.

We started by working to give nurses back time with assessments and charting as ways to give nurses time to provide care. Nursing Cares is aligned with our Clinical Excellence Plan and demonstrates nursing’s impact on achieving five-star quality, crossing our five domains of work that include mortality, experience of care, avoidable acute care (i.e., readmissions), safety and timely and effective care.

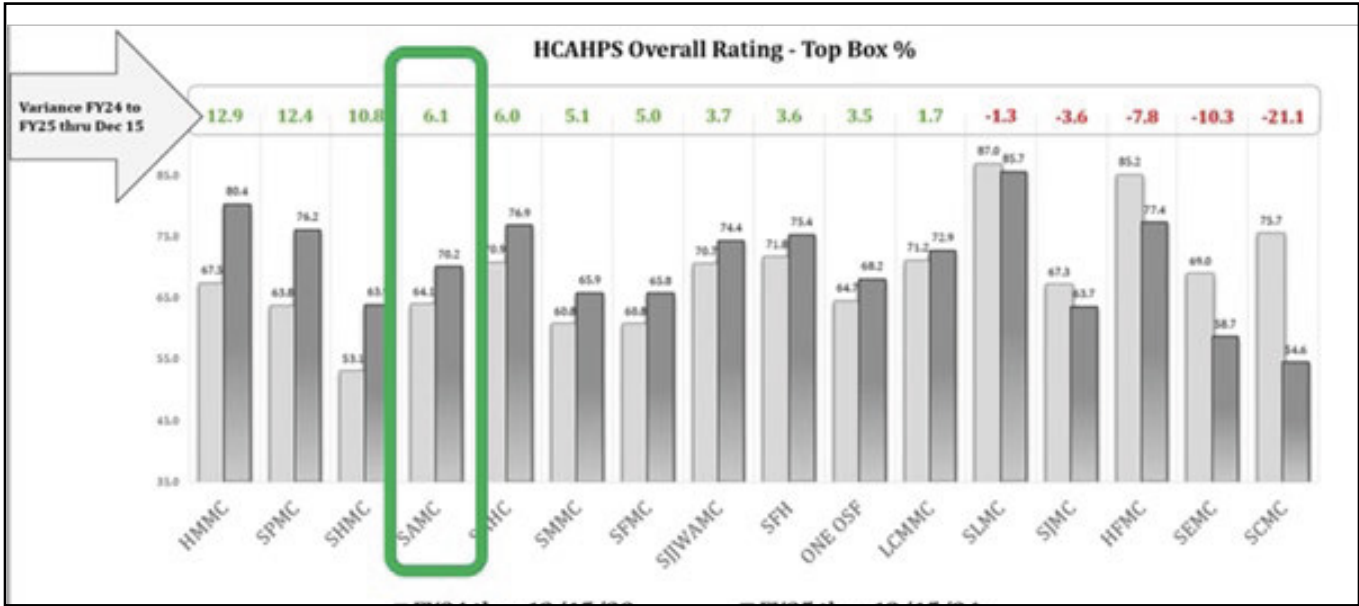
Daily progress calls are held to discuss metrics, insights, barriers to implementation or sustainability, and successes. Progress, metrics, and successes are communicated to frontline caregivers and leadership. Phases 4 and 5, which include an evidence-based mobility program along with updated policies, ordering practices, and medication delivery procedures, are slated for implementation starting in 2025.

Nurses have benefited from improved staffing levels, which provide them with a virtual nurse for assistance as needed and offer tools like macros that help chart more efficiently, saving valuable time for patient care. Patients benefit as we deliver higher-quality, safer care through bedside reports using I-PASS and SAFETY while ensuring the completion of CHG baths, oral care, and Foley care.

Changes have also resulted in a 50% reduction in activated call lights during shift changes and decreased time between assessment and documentation. This has led to accurate deterioration index scores, fall risk reassessment, prevention of skin breakdown, and compliance with activity goals.

While we are already seeing a positive gain in patient experience scores, with Top Box Scores

increasing for this initial department to above our 75% goal, we expect the program will impact additional outcome metrics, including mortality, falls with injury, CAUTI, CLABSI, HAPI, length of stay index and avoidable days. Mission Partner engagement and retention are also being measured.



## PATIENT EXPERIENCE REACHES NEW LEVELS AND NATIONAL DATABASE OF NURSE SENSITIVE INDICATORS (NDNQI) DATA IS OUTPERFORMING IN ALL INDICATORS

Patient experience is a key determinant of clinical excellence. At OSF Saint Anthony, we have impacted the patient experience by focusing on transforming care delivery. Patient experience is measured through hospital consumer assessment of healthcare providers and systems (HCHAPS) survey results.

The information gathered from this survey is used to determine reimbursement rates for the services we provide, in addition to developing quality improvement plans. This ensures that high-quality care is delivered in the communities we serve while also helping us to support the sustainability of the OSF Ministry. In December 2024, the value-added benefit of Nursing Cares is reflected in a 6% increase in our overall HCHAPS score compared to December 2023.

In addition to patient experience, patient outcomes are a determining factor of clinical excellence. We utilize the NDNQI database to provide national benchmarks that inform us how we perform compared to other hospitals nationwide in preventing patient harm.

We submit patient outcome data related to falls with injury, hospital-acquired pressure injuries and hospital-acquired infections. Most recent data collected through September 2024 shows that the majority of our inpatient units are performing better than units similar to their patient population throughout the nation in ALL outcome indicators.





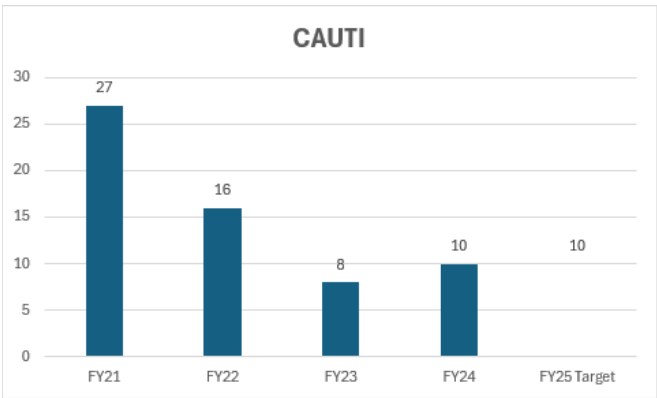
# HOSPITAL ACQUIRED CONDITIONS (HACS)

We exceed expectations in patient safety, and our nursing-sensitive clinical indicators shine compared to national benchmarks. As members of interprofessional teams, we put in a dedicated effort to keep our patients safe and are committed to achieving five-star clinical excellence.

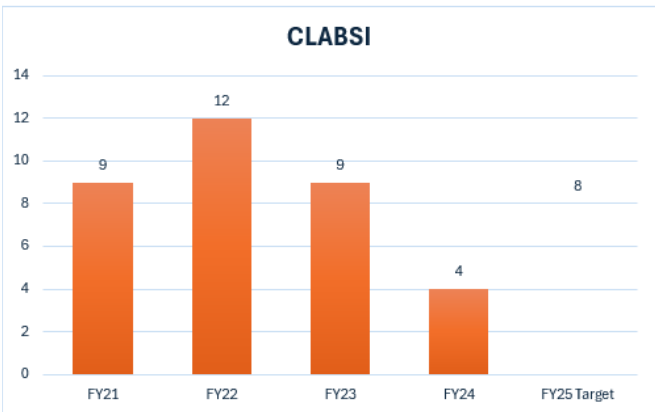
OSF Saint Anthony fosters a culture of continuous quality improvement and encourages interprofessional teams to work together to positively impact patient care and outcomes. We use a decision-making, interprofessional work group structure to engage clinical and content experts to evaluate current practices

and outcomes, identify opportunities for improvement and deliver best practices in patient care.

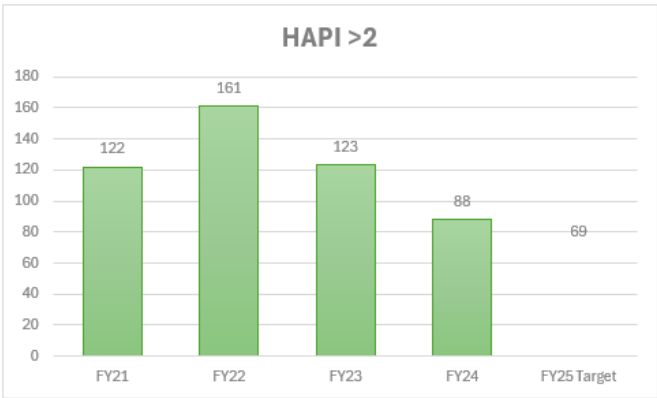
Each HAC has a specific work group whose goal is to prevent patient harm and improve outcomes by achieving clinical excellence. Through this structure, we have seen a year-over-year decrease in four of the five major HACs, including hospital-acquired clostridium difficile infections (CDI), catheter-associated urinary tract infections (CAUTI), central line-associated bloodstream infections (CLABSI) and hospital-acquired pressure injury (HAPI).



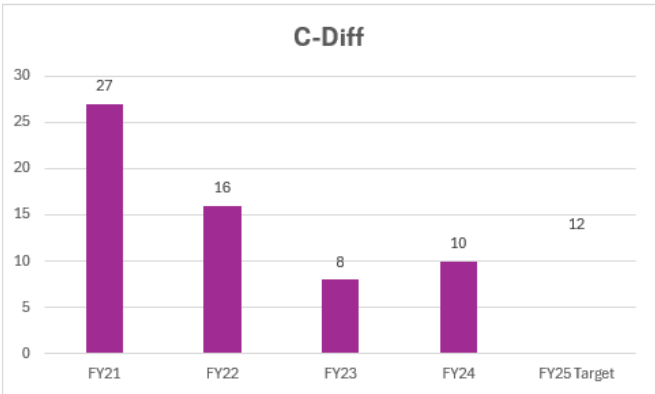
7 of 9 units outperforming NDNQI mean



7 of 8 units outperforming NDNQI mean



5 of 8 units outperforming NDNQI mean



## NURSING ENGAGEMENT

The involvement of clinical nurses is a priority for OSF nursing leaders. Work-life balance, well-being, a culture of acknowledgment and investments in Mission Partners are key focus areas. With feedback from nurses gathered through town halls and surveys, cross-functional teams are developing plans that matter to them. Career ladders and pathways have been created, weekend programs have been implemented to enhance scheduling flexibility, holiday shift pilots have been introduced and the career ladder and mentorship structure have been revised.

## NURSING EXCELLENCE: CONTINUED MAGNET ACCREDITATION EFFORTS

On February 1, 2024, OSF Saint Anthony submitted the fifth Magnet paper to ANCC. 103 examples of how WE ARE Magnet highlighted four years of dedication to the nursing profession and patient outcomes.

Three Magnet appraisers toured departments and met with OSF Saint Anthony nurses from November 13–15, 2024, to observe firsthand the dedication and hard work put into nursing and patient outcomes. To gain deeper insight into nursing at OSF Saint Anthony, the appraisers had lunch with over fifty nurses during their visit. This word cloud illustrates our nurses' perspectives when asked to describe what it means to be an OSF nurse in one word.



# NEW KNOWLEDGE, INNOVATIONS, AND IMPROVEMENTS

As a Magnet organization, we are responsible for integrating evidence-based practice and nursing research into our daily clinical and operational processes. To generate new knowledge, we have established programs to spark interest among our frontline Mission Partners and engage them in exploring safe and best practices for our patients and their practice environment. We strive for five-star quality and safety initiatives where patient outcomes remain the priority.

## NURSE INVOLVEMENT IN RESEARCH

Throughout the year, OSF Saint Anthony nurses had numerous opportunities to participate in research led by nurses across the Ministry. OSF introduced a new method to onboard nurses into our organization called the Progressive Competency Onboarding Model (PCOM). By implementing PCOM, new nurses could engage in research regarding their experiences. This research will track the nurses during their first 18 months with the organization to assess the impact of PCOM on nurse retention and competency attainment.

Nursing professional governance gives nurses a voice in their practice. It is important to include nurses in making decisions that impact their practice. They are subject matter experts with current lived experience relevant to making practice decisions. Strong professional governance councils can effectively be coupled with leadership to drive culture and strategic outcomes.

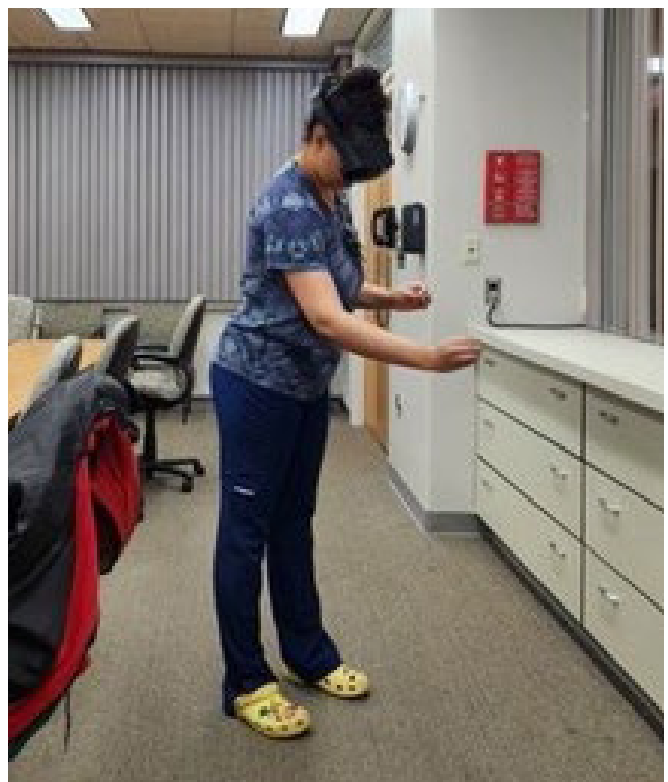
Throughout 2024, OSF Saint Anthony team members collaborated with Mission Partners across the Ministry to create learning opportunities for professional governance council chairs and co-chairs. A research protocol was established to assess the effectiveness of education for chairs and co-chairs in strengthening professional governance structures and enhancing the overall health of the councils. All OSF nurses were invited to participate in this research; over 5,000 nurses participated in the first surveys, which represented an astonishingly high participation rate!

In addition to ensuring that nurses have a voice in practice, it is essential to consider their opinions in changes that can affect their professional development or learning. OSF Saint Anthony nurses had two opportunities to engage in research that could influence the future of nursing education delivery. The first opportunity involved virtual reality (VR) and traditional online learning modules to enhance OB nurse

competency in managing emergencies such as maternal hemorrhage. This study incorporated VR simulation for one group of participants.

After participating in the VR simulation, the study group also repeated the annual mandatory online learning modules. The researchers compared the online module scores of the study group to both pre-and post-intervention results and the control group's scores to determine whether the addition of VR simulation would enhance nurse readiness and competence in managing these high-risk situations. Although the results did not indicate that VR simulation provided additional benefits, the study has transitioned into a qualitative review, which is still ongoing.

Nurses also explored learning through VR in a study with Emory University. Researchers at Emory developed VR simulations designed to raise awareness of infection prevention through everyday nurse interactions. While using the VR headset, nurses experienced routine patient interactions, such as starting an IV or cleaning an incontinent patient. These experiences allowed nurses to visualize every aspect of care where infection prevention was relevant and how easily organisms can be unintentionally spread.



## VIRTUAL NURSING

OSF Saint Anthony has embraced an innovative approach to provide clinical nurses more time for their patients by implementing virtual nursing. Virtual nurses at OSF Saint Anthony are team members who divide their time each week between working in their departments to care for a group of patients and taking shifts in the virtual nursing role. This new method for OSF utilizes an embedded model to staff the team of virtual nurses.

Virtual nurses utilize remote technology to assist team members in preparing and delivering discharge education and paperwork to patients and their families. This allows nurses to spend more time caring for their patients and less on discharge-related tasks, such as necessary paperwork. The virtual nurses collaborate in teams to support departments with similar patient diagnoses, ensuring that nurses remain knowledgeable and can effectively educate patients about what to expect upon returning home.



Currently, virtual nurses handle approximately 65% of the discharges in the department through the program, working 12-hour shifts during the weekdays. Plans to expand virtual nurse coverage to 24/7 will be implemented in early 2025.





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