

2017-2018

OSF HEALTHCARE SAINT ANTHONY MEDICAL CENTER

Nursing Annual Report

MAGNET
RECOGNIZED



AMERICAN NURSES
CREDENTIALING CENTER

OSF HealthCare Professional Practice Model





Dear Professional Nurses,

Welcome to the OSF HealthCare Saint Anthony Medical Center 2017-2018 Nursing Annual Report. This is truly a time of celebration. In the following pages you will see our Mission in action: In the Spirit of Christ and the example of Francis of Assisi, the Mission of OSF HealthCare is to serve with the greatest care and love in a community that celebrates the gift of life.

You will also see that nursing at OSF Saint Anthony has demonstrated a strong commitment to living out our cultural beliefs: Patient First, Be One, Align Priorities, Embrace Decisions, Be Accountable and Live It.

As you read, you will see our story told through the five components of the Magnet® model: professional practice, transformational leadership; structural empowerment; new knowledge, innovation and improvement; and empirical outcomes. We have maintained the gold standard in nursing excellence – the prestigious American Nurses Credentialing Center’s Magnet® designation – since 2005 and are thrilled to have embarked on the journey to our 2019 re-designation.

This has been a year of growth in many ways – from the adoption of new technologies and achievement of the Comprehensive Stroke designation to the opening of the north tower. Professional growth abounded as nurses completed their BSNs, obtained specialty board certifications, conducted research and were key to shared decision-making that has resulted in quality patient outcomes.

We invite you to spend time celebrating the numerous accomplishments that set the foundation for what is yet to come.

Thank you for your commitment to a C2 culture and making a difference in the lives of those we serve each and every day.

Sincerely,

A handwritten signature in black ink that reads "Tammie R. Jones". The signature is fluid and cursive.

Tammie R. Jones
DNP, MS, RN, CENP
Vice President of Patient Care Services, Chief Nursing Officer



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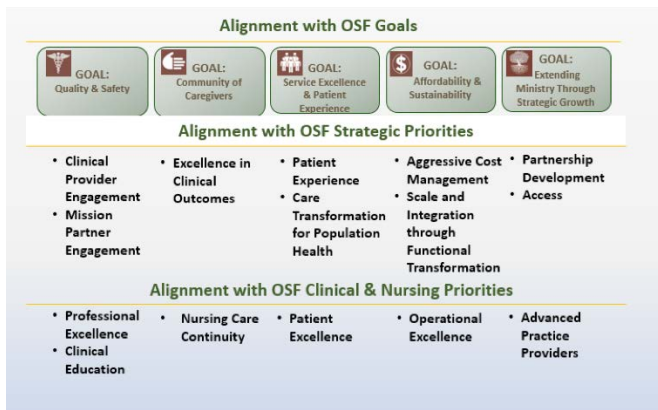


TRANSFORMATIONAL LEADERSHIP

What Transformational Leadership Means

OSF HealthCare Saint Anthony Medical Center Mission Partners are a community of caregivers guided by the OSF Mission, Vision and Values. More than words on a page, our Mission Partners live our OSF Mission and Values daily as we strive to transform health care and improve the lives of those we serve. OSF Saint Anthony nurses, from the CNO to the bedside nurse, are at the forefront of this transformation, providing influential, visionary leadership.

Transformational leaders are those who stimulate and inspire others to achieve extraordinary outcomes and, in the process, develop their own leadership capacity. These leaders continually empower others to make changes and take action, with those at the frontline of care being key to where our organization is today and where we will be in the future.



FY18 OSF GOALS AND STRATEGIC PRIORITIES

Each year, OSF Goals and Strategic priorities are used to establish the clinical and nursing priorities. Achieving key results in each of these priority areas demonstrates our commitment to the communities we serve, our Mission Partners and providers.

Knowing that this begins with engaged and committed nursing Mission Partners, at OSF Saint Anthony, we are excited about supporting the professional development of our nurses and strive to provide a continuous learning environment that allows the opportunity for professional and personal growth. By limiting turnover and engaging nurses in decision-making that impacts

their work, we create team cohesion and collaboration. This year, our focus on attracting and retaining top talent has led to quality patient outcomes and national recognition in many areas. We have seen improvement in our nurse engagement scores, safety survey results and in the patient experience.

The patient and family are at the center of all we do. From the development of safe, efficient and effective processes, to investing in innovation, technology and an environment that supports growth and professional development, everything we do is to serve with the greatest care and love.

THE IMPORTANCE OF PEOPLE

The heart and soul of OSF Saint Anthony lies within our Mission Partners. Each one is vital to the care we provide. Each one's contribution to the decisions we make and the improvement efforts we undertake is essential. In order to support all of our Mission Partners, we have sought their feedback on issues that are important not only to their job satisfaction, but also to their overall quality of life.

Intentional strategies have been put in place that give Mission Partners the time with leadership to discuss issues and provide feedback. Creating departmental shared leadership councils, enhancing our facility shared leadership structure, connecting the OSF Saint Anthony shared leadership structure to Ministry councils, as well as doing senior leader rounding in departments and Mission Partner rounding by managers, all represent opportunities to collaborate.

TOWN HALL FORUMS WITH THE CNO

Town halls and listening sessions have been adopted by the Chief Nursing Officers across OSF. At OSF Saint Anthony, sessions are offered throughout the day. For each town hall Mission partners have been able to choose from 10 sessions that span day, night, weekday and weekends. The Mission Partner feedback given during the listening sessions has been amazing. Priorities were established, leading to significant changes in key areas:

Staffing

- A new staffing council has been launched. Meeting regularly with the CNO, its first effort led to the development and implementation of tools that provide charge nurses and administrative supervisors with real-time communication and tracking of staffing needs.
- Many of our Mission Partners participated in the design sessions for Precision Staffing, a Ministrywide initiative led by the CNOs at OSF Saint Anthony and OSF HealthCare Saint Francis Medical Center.
- OSF Saint Anthony was one of the first three hospitals to begin Precision Staffing implementation, which uses predictive modeling to create schedules that more closely align with patient volumes.
- OSF Saint Anthony partnered with Ministry Services to stand up a Northern Region Clinical Resource Team, which are available to cover open shifts.
- Our efforts have decreased the demand for overtime, incentive shifts and travelers.
- Our turnover and the number of RN openings have dropped substantially.

Professional Development

- With all of our professional development coordinators now in place, we have been able to pilot work that will be spread across the Ministry, including:
 - The mentor program being developed for OSF
 - The new prophecy tool that helps identify hire-to-fit and how to best support Mission Partners during orientation
 - Our Director of Professional Development, Teresa Kisch, has been a leader in Ministrywide Council's development of competency-based orientation.
- We have an intentional strategy to offer certification review courses in many specialties and set a goal to increase certifications by 10 percent.

Input, Shared Leadership

- Our councils have drafted bylaws that address the role, scope and accountabilities related to practice, quality and outcomes, professional development, service, research and evidence, leadership and advanced practice providers.
- New councils include Advanced Practice, Practice, Service and Leadership.
- Our Nurse Advisory Council oversees our policy and procedure review and revisions.
- Our Staffing Council has been instrumental in Precision Staffing development.
- The number of Mission Partners participating in councils at every level has increased.

Safety

- We piloted the implementation of the new OSF event reporting tool and have supported a just culture, one where Mission Partners not only feel safe to report events but also know they are part of the solution by providing needed information.
- We implemented the falls bundle supplies and conducted a falls sprint to identify best practice for OSF.
- Our Safety Survey results show statistically significant improvement.
- Our injury falls rate has dropped substantially over the last nine months.

Transformational Leadership

STRATEGIC MAGNET RETREAT

In the fall, leadership representatives were invited to a retreat to evaluate the current state of our enhanced shared leadership model and its alignment with the goals of the Magnet program. Through a series of brainstorming and storytelling, each department identified and highlighted their initiatives, innovations and stories that support our Magnet journey to excellence. The retreat set the stage for our Magnet journey strategy, which demonstrates a commitment to our strategic initiatives and gives nursing a voice within a shared leadership structure.

STRENGTHENING THE MATRIX IN THE ORTHOPEDIC UNIT

Mission Partners in the OSF Saint Anthony orthopedic unit developed an intentional path of commitment for both the manager and staff to infuse accountability and joy into the care environment. Nurse collaboration and transformational leaders supported the composition of a strong matrix to provide a healing and caring environment. Improved patient outcomes and staff engagement were demonstrated after the orthopedic unit embarked on a purposeful and strategic plan that included a variety of activities focused on leadership and professional development, targeted service excellence training, team building exercises (i.e. self-awareness, conflict resolution), restructuring of the unit's shared leadership model and Mission Partner alignment to the Mission, Vision and Values of OSF.



PROFESSIONAL DEVELOPMENT COORDINATOR

The professional development coordinator position was created in 2016 and fully deployed in 2017. The role now supports every inpatient unit to collaborate with the health care team on advancing clinical practice, quality, education and leadership roles. The coordinator promotes evidence-based practice and quality outcomes. The coordinator also ensures educational programs are based on the needs of the patient. Facilitating educational opportunities for staff to promote personal and professional growth, and keeping up-to-date on evidence-based practice and professional standards, are priorities. This position is vital to support our continuous quality improvement efforts, which aim to improve patient outcomes, increase patient satisfaction and improve the utilization of all our resources.

MENTORSHIP PROGRAM

Based on a mentor program developed in the OSF Saint Anthony critical care units in 2013, Mission Partners in those areas are taking a lead to support and coordinate a mentorship program that will be piloted at OSF Saint Anthony and spread throughout the Ministry. Supporting the journey of new graduate nurses at the start of their career is essential. Literature tells us that a nurse who leaves their first position has a high probability of leaving the nursing profession. The measure of success for this program will be a decreased new graduate turnover in the first year of employment.





STRUCTURAL EMPOWERMENT

The Importance of Structural Empowerment

Our enhanced shared leadership model empowers nurses at every level of the organization. Nurses define care delivery, create standards of practice, address opportunities for improvement, implement intentional strategies for professional growth, conduct research and implement evidence-based practice while using safe, efficient and effective processes to manage operations throughout our medical center. Through involvement in councils, our nurses continually assess and prioritize the health care needs of the patients and communities we serve. Our horizontal structure extends the OSF Mission and empowers our Mission Partners to bring a strong sense of caring and service to others. To achieve these efforts, it is imperative for our Mission Partners to be prepared, supported and recognized in their efforts toward professional development. At OSF Saint Anthony, we encourage our nurses to further their education and professional development, participate in professional organizations and obtain national certifications.

80 PERCENT BSN BY 2020

In 2010, the Institute of Medicine released a report recommending that 80 percent of RNs should be prepared with a bachelor's degree or higher by 2020. Research shows that higher education offers expanded competencies in change management, nursing research, leadership, evidence-based practice and community health. We are continuing to strive for this goal. Presently, 73 percent of the nurses at OSF Healthcare Saint Anthony Medical Center have a BSN or higher. All new hires agree to obtain a BSN in a defined period of time. Tuition reimbursement programs and access to continued formal education through the Saint Anthony College of Nursing make this an attainable goal.

COMMITMENT TO PROFESSIONAL DEVELOPMENT

In 2017, OSF HealthCare Saint Anthony Medical Center provided enhanced support for nurses obtaining board certifications in their specialty. Reimbursements for travel, vouchers and review sessions were offered for the following certifications:

- NEA-BC
- CCRN
- PCCN
- RNCOB
- Wound Care
- CNOR

Grant support was secured for additional certifications:

- CPPS
- CPHQ
- CIC

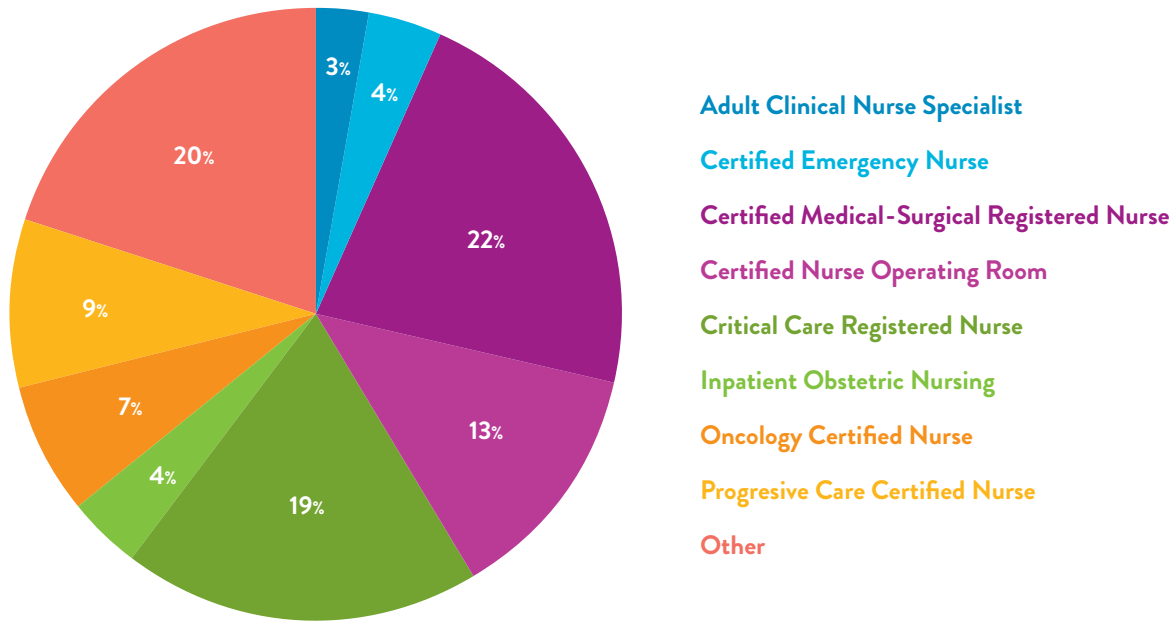


Sean Kenney, BSN, RN, CCRN, successfully attained the Adult CCRN® specialty certification in 2017. Sean has worked at OSF Saint Anthony for over 10 years – nine as a nurse – and is currently a charge nurse in the Critical Care Center.

“I wanted to challenge myself and continue to learn as I became the full-time charge RN,” Sean said. “Getting my CCRN allowed me to do that.”

Structural Empowerment

To ensure excellent patient outcomes, OSF Saint Anthony prioritizes professional development for our nursing staff. Certifications our nurses have attained include:



Leveraging the work of national specialty organizations, OSF Saint Anthony added both the Essentials of Critical Care Orientation (ECCO) developed by the American Association of Critical-Care Nurses and the Emergency Nurse Orientation (ENO) developed by the Emergency Nurses Association into the onboarding experience.

The CCRN certification signifies nursing excellence and confirms a nurse has mastered the skills and knowledge base necessary to effectively care for acutely ill patients. CCRN certification is associated with better patient outcomes and higher quality patient care.

Professional Certification provides value on many different levels. Achievement validates a level of knowledge recognized within the nursing specialty, provides the nurse with a peer network within that specialty and offers a venue to learn and share best practices. We celebrate the OSF Saint Anthony nurses who have achieved professional certifications.

PROFESSIONAL CERTIFICATIONS**Accredited Case Manager (ACM)**

Theresa J. Fritz

Advanced Health and Fitness Specialist (ACE)

Esperanza G. Kozdon

Adult Clinical Nurse Specialist (ACNS-BC)

Christine Anderson

Ellen A. Bonner

Judi Forner

Amy Hill

Brenda S. Meintz *

Sheila Y. Standfield *

Adult Gerontology Primary Care Nurse Practitioner (AGPCNP-BC)

Deanna L. Berg *

Advanced Oncology Certified Clinical Nurse Practitioner (AOCNP)

Margaret Rogers*

Advanced Oncology Certified Clinical Nurse Specialist (AOCNS)

Julie Carlson

Cardiac Surgery (Subspecialty) Certification (CSC)

Tina M. Costello*

Certified Ambulatory Perianesthesia Nurse (CAPA)

Susan M. Horstmeier

Cindy L. Wilken

Mary B. Habbley

Certified Breastfeeding Counselor (CBC)

Erin K. Tracy *

Nancy J. Laga *

Certified Cardiac Rehabilitation Professional (CCRP)

Bridget Penwell

Chenin Congrave Rude

Janice Forman

Esther Hellman

Certified Childbirth Educator (CCE)

Lynell M. Campbell*

Certified Emergency Nurse (CEN)

Barbara L. Coss *

Deana M. Eggemeyer Gass

Ellen L. Goldsworthy

Karmela D. Londo

Suzanne Minakes

Sherri L. Paprocki

Jennifer L. Whitlock

Certified Flight Registered Nurse (CFRN)

Jed Baehr

Walter G. Dobinson *

Certified Gastrointestinal Registered Nurse (CGRN)

Judy E. Sandoval *

Pamela Solverson

Sheila Y. Standfield *

Niki L. Ross

Structural Empowerment

Certified Infection Control (CIC)

Alyssa Ullrich

Certified Medical-Surgical Registered Nurse (CMSRN)

Denise P. Anderson	Patricia A. Loveland
Trecia Argosino	Jessica C. McCartney
Laura M. Arvesen	Mary E. Murray,
Jean A. Baker,	Angela T. Nelson
Ginny A. Beyette	Candace Newson
Susan L. Brannick	Catherine U. Nwosou
Brownlee, Lynnell C. *	Twyla M. Ottowitz
Nicole A. Buhler	Evelyn R. Parker *
Kitty B. Castaldo	Loos, Rhiannon N. *
Angel L. Chow*	Melissa M. Robinson
Mary E. Clayton,	Constance Roby
Amy A. Couch	Norman B. Rosario
Nicole M. Daugherty *	Sara A. Rowe
Megan L. Debus	Tracy Shellhorn
Deborah J. Downs	Kathy A. Staples
Heather Flynn *	Sonya K. Stout
Jennifer Girard	Lynn A. Thurman
Lisa L. Horton	Anna Urban
Tracey L. Kennington	Vie Shela M. Van Dyke*
Teresa E. Kisch	Sharon J. Yerik
Jessica A. Knoll,	

Certified Neuroscience Registered Nurse (CNRN)

Victoria E. Kulavic *
Susan P. Lincoln

Certified Nurse Educator (CNE)

Denise F. Boxleitner *

Certified Nurse Operating Room (CNOR)

Claire Babler	Jennifer P. Keckler
Hannah J. Babler	Tracy A. Little
Alicia E. Brown-Vest	Jordan Pagarigan
Jennifer M. Cottrell	Debra S. Persaud
Julie L. Dieterman	Martha J. Regnier
Judith M. Field	Jo A. Rivera
Nicole M. Greif	Andrea M. Shewalter
Sarah E. Hackbarth	Angela A. Smith
Jamie L. Horton	Patricia Spanier
Rhiannon Hughes	Jarrod Tremble
Teresa Hunt *	Kim M. Weyl
Jennifer Kaiser	Jean M. Young
Corinne M. Kantor	

Certified Occupational Health Nurse (COHN)

Judith A. Schwartz
Cynthia M. Shadle

Certified Pediatric Emergency Nurse (CPEN)

Dutkiewicz, Jamie M

Certified Post Anesthesia Nurse (CPAN)

Dawn D. Cook
Lurese M. Muchala
Barbara C. Witte
Renee C. Edlen

Certified Professional in Healthcare Quality (CPHQ)

Elizabeth A. Levi

Certified Professional in Patient Safety (CPPS)

Jo Nolan

Certified Registered Nurse First Assist (CRNFA)

Katie Sutter

Certified Rehabilitation Registered Nurse (CRRN)

Hoa T. Mai

Certified Specialist Trauma Registry (CSTR)

Joan Janutka

Certified Stroke Registered Nurse (SCRN)

Amanda N. Gilbank *

Taylor N. Mathias

Certified Wound, Ostomy and Continence Nurse (WOCN)

Steven V. Benton

Critical Care Registered Nurse (CCRN)

Caroline Anderson

Mary K. Andrews *

Mary M. Barkley *

Nathan Brandt

Andrew N. Bressler

Jillian Bulthuis

Tina M. Costello*

Walter G. Dobinson *

Haley D. Emford

Anthony M. Enrico

Marla J. Farone

Dawn M. Fritz

Deana M. Eggemeyer Gass *

Kerry W. Hess

Melissa Hollar

Sean P. Kenney

Victoria E. Kulavic *

Michelle A. Leitzinger

Dana L. Martin

Stephanie L. Moore *

Katrina C. Niedermeier

Melissa L. Pettigrew

Jennifer M. Piotrowski

Christy L. Pohl

Martha C. Posada

Lisa A. Rivera

Cynthia Rudy

Emelyn Villegas Sanchez

Judy E. Sandoval *

Jessica G. Schoensiegel

Andrew T. Schultheis

Michele M. Smith

Juanita V. Tanuyan

Rachel Sandra Vergel de Dios

Derek B. Webber

Janice K. Westbrook

Electronic Fetal Monitoring (C-EFM)

Mary A. Gambino *

Courtenai F. Smith

Christina L. Stupek *

Family Nurse Practitioner (FNP-BC)

Victoria Z. McCoy *

Margaret A. Rogers *

Holistic Nurse Board Certified (HN-BC)

Cynthia Burke

Informatics Nursing Certification (RN-BC)

Jodi Wilhelmi

Inpatient Obstetric Nursing (RNC-OB)

Rachel A. Bland

Lisa B. Hickman

Christine M. Kruk *

Nancy J. Laga *

Courtenai F. Smith

Christina L. Stupek *

Erin K. Tracy *

International Board Certified Lactation Consultant (IBCLC)

Christine M. Kruk *

Lynell M. Campbell *

Maternal Newborn Nursing (RNC-MNN)

Heather Flynn *

Nurse Executive Certification (NE-BC)

Deanna L. Berg *

Ruth Diehl

Kari A. Ralston

Structural Empowerment

Nurse Executive, Advanced Certification (NEA-BC)

Paula A. Carynski
Robin Kretschman

Obstetric, Gynecologic, and Neonatal Nursing (RN-BC)

Teresa Fritz

Oncology Certified Nurse (OCN)

Monica K. Girardin	Peggy E. Malone
Karen M. Blatter	Robann M. McClelland
Lisa R. Bruno	Penny M. Moore
Kim T. Calabro	Teresa R. Roberts
Amy L. Clendening	Rebecca S. Winternheimer
Shauna N. Fletcher	Megan Zimmerlee
Maxine K. Hachmeister	

Orthopedic Nurse Certified (ONC)

Judith K. Carter
Victoria Z. McCoy *
Patricia L. Moneysmith
Barbara M. Zeller

Pain Management Nurse (RN-BC)

Carol A. Thoreson

Progressive Care Certified Nurse (PCCN)

Jessica J. Bakey	Donna M. Miller-Hyacinthe
Lynnell C. Brownlee *	Debra S. Roderick
Heather Culp	Nicolet Rubin
Beverly J. Ethridge	Jan A. Sladek
Benjamin J. Guth	Nicole M. Sparks
Sarah A. Harper	Tanja Valentic
Anna L. LaMonica	Vie Shela M. Van Dyke *
Casandra K. McCullough	Tammy Wennmacher
Brenda S. Meintz *	

Sexual Assault Nurse Examiner - Adult (SANE-A)

Chris M. Carter

Wound Care Certified (WCC)

Suzanne Hage
Evelyn R. Parker *

Vascular Access-Board Certified (VA-BC)

Loos, Rhiannon N. *

SHARED LEADERSHIP MODEL

The shared leadership enhancement was fully implemented in 2017 after going through many stages of development as Mission Partners brought new and fresh ideas to the table. Within the framework, clear alignment with the OSF Mission and Vision provides a solid shared leadership framework to meet key results. Staff engagement and participation from frontline caregivers have increased as the model evolves, giving them a greater voice into decision-making about their practice at all levels throughout the Ministry. OSF Saint Anthony representatives have contributed to and chaired Ministrywide councils.

CLINICAL LADDER PROGRAM

OSF Healthcare Saint Anthony Medical Center supports a clinical pathway to professional development through the Clinical Ladder Program, which has been in existence since 2004. The framework is a result of combining Patricia Benner's Novice-to-Expert research, the five Magnet components and Jean Watson's Caritas Processes to evaluate and recognize professional development.

The OSF Saint Anthony seven domains of nursing practice are:

- Plan of care/assess needs
- Administering medications and treatments
- Patient monitoring/management of changing situations
- Patient education
- Helping role/patient advocate
- Teaching/coaching/supervising
- Organizational and work role competencies/process improvement/research/evidence-based practice

In 2017, there were 146 registered nurses from 24 departments who submitted professional portfolios highlighting accomplishments and commitment to professional growth. This was a 17 percent increase from the prior year and a substantial increase in all levels.

- Level 2: 20 nurses
- Level 3: 54 nurses
- Level 4: 72 nurses

Structural Empowerment

NURSING INTERDISCIPLINARY CLINICAL EXCELLENCE AWARDS

OSF HealthCare Saint Anthony Medical Center annually recognizes health care professionals nominated by their peers in six categories. In 2017, there were 74 individual and seven group nominations. Winners listed below:

- Above and Beyond: Chris Underwood (Respiratory Therapy)
- Community Involvement: Theresa Geraci (Surgery)
- Interdisciplinary Relationships: Allison Gleason (Women's Center)
- Professional Practice: Dawn Cook (Recovery Room)
- Rookie of the Year: Krystal Alt (Cardiovascular Care-4East)
- 2017 RN of the Year Award: Christopher Mace (Surgery)
- 2017 RN Group of the Year: Center for Cancer Care

In 2018 the annual Interdisciplinary Clinical Excellence Awards were held at the Tebala Event Center. Nearly 400 people gathered together in fellowship to see over 130 nominees be recognized for their achievements in 17 categories.

NICHE Person of the Year

Lynnell Brownlee, RN—Wound Healing Center

Skin Champion of the Year

Sarah Smetters, CNA—Intermediate Care Unit
Jodi Wear, RN—Orthopedics

Above and Beyond

Deborah Downs, RN—Ambulatory Care Center
Mayra Smith, RRT, CPFT—Respiratory Therapy
Megan Zimmerlee, RN—Center for Cancer Care

Community Involvement

Melissa Melau, RN—Emergency Department

Interdisciplinary Relationships

Peggy Lauer, BS—Case Management

Performance Improvement

Shauna Fletcher, RN—Center for Cancer Care

Professional Practice

Donna Miller-Hyacinthe, RN—Cardiovascular Care

Rookie of the Year

Emily Buntton, RN—Emergency Department
Hallie Franco, RN—Critical Care Center

I AM AN OSF NURSE

In 2017, OSF launched a new nursing recognition program, “I am an OSF Nurse.” OSF Saint Anthony submitted 22 nominees. Our winners included:

Exemplary Professional Practice

Kim Conley, RN – Ambulatory

Haley Emford – Critical Care

Lisa Bruno – Ambulatory

Empowerment

Karmela Londa – Emergency Department

Theresa Geraci – Peri-Procedural

Nurse Lead Team

James Plasky – Peri-Procedural



Structural Empowerment

OSF SAINT ANTHONY MISSION PARTNERS WERE RECOGNIZED ADDITIONAL AREAS:

2017 Nurse Expo Awards

Best Evidenced-Based Poster: Christina Stupek

Distinguished Advocate for Nursing: Jen Girard

2017 NICHE Award

NICHE Geriatric Resource Nurse of the Year: Belle Castenada, BSN (4 East)



As a partner in the international DAISY Award program, which recognizes the extraordinary clinical skill and compassionate care of nurses, OSF Saint Anthony recognizes nurses with the Daisy Award quarterly. The DAISY Award program can be found in over 2,000 health care facilities in all 50 states and 14 other 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 age 33 of complications related to Idiopathic Thrombocytopenic Purpura. During Pat's eight-week hospitalization, his family experienced the best in nursing care and compassion 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 and to thank them for the gifts they give their patients and families every day, just as they had experienced.

Daisy Award winners include:

Tiffany Green, RN (Cardiac Cath Lab)

Jessica McCartney (3 South)

Penny Moore (Cancer Center)

Elvira Moya (Float)

Lynn Thurman (4 East)

Melissa Williams (OB)



COMMITMENT TO COMMUNITY INVOLVEMENT

In 2017, OSF Saint Anthony maintained a strong commitment to community outreach by expanding our efforts to provide for underserved populations. With health care rapidly changing, it is imperative for health care organizations to reach out and be leaders in health initiatives that create a culture of wellness. Through the Community Health Needs Assessment, our volunteer activities and focus on proactive care, OSF Saint Anthony has established positive trends in the population health of the communities we serve.

Commitment to Community Involvement

COMMUNITY EVENTS

Nurses have a strong sense of commitment to our community. That commitment was on display in various activities in 2017, including the Alzheimer's Walk, Making Strides, the Pink Heels Tour and the Heart Walk.



GREAT AMERICAN SMOKE-OUT

The OSF HealthCare Saint Anthony Medical Center clinical ladder program is based on Patricia Benner’s extensive research from 2001, which identifies levels of professional development and domains of nursing practice. The definition of a registered nurse from the Illinois Nursing and Advanced Practice Nursing Act of 2007 was also used to develop the domains.

INCREASED ACCESS TO BASIC LIFE SUPPORT TRAINING

OSF HealthCare Saint Anthony Medical Center sponsors a regional training center for the American Heart Association. A nurse-driven initiative of the Professional Development Department increased the number of qualified instructors by 24 percent, adding 18 new instructors who can facilitate Basic Life Support training not only to our Mission Partner but also to our community partners.

CULTURAL EXCHANGE

Each year OSF Saint Anthony hosts a group of 10-12 nurses from Japan to exchange ideas and learn about health care from different cultural perspectives.



A large, leafy tree with a dark blue semi-transparent overlay at the bottom. The tree's branches are thick and gnarled, spreading out across the frame. The leaves are a vibrant green, and the sky is visible through the canopy. The bottom portion of the image is covered by a dark blue, semi-transparent band that serves as a background for the text.

EXEMPLARY PROFESSIONAL PRACTICE

OSF HealthCare Saint Anthony Medical Center is dedicated to providing high-quality care to our patients. This commitment is recognized nationally. We are proud of the work our Mission Partners have done to make these recognitions possible.

CENTERS OF EXCELLENCE DESIGNATIONS

- American Heart Association Get with the Guidelines Stroke Award: Silver Plus & Target Stroke Honor Roll
- Advanced Primary Stroke Center – The Joint Commission
- Center for Cancer Care: Quality Cancer Care Recognizing Excellence – American Society of Clinical Oncology
- Center for Cancer Care: Commission on Cancer Accredited Program – American College of Surgeons
- Orthopedics: Center of Excellence for Total Hip Replacement – The Joint Commission
- Orthopedics: Center of Excellence for Total Knee Replacement – The Joint Commission
- American College of Cardiology’s NCDR ACTION Registry–GWTG Platinum Performance Achievement Award for 2016
- The American Heart Association’s Mission: Lifeline® Gold Receiving Quality Achievement Award
- 50 Best Heart Hospitals – US News & World Report
- Becker’s 100 Hospitals with Great Heart Programs
- Consumer Reports Top Heart Hospitals
- 2017 Truven’s 50 Top Cardiovascular Hospitals
- Magnet designation since 2005



COMPREHENSIVE STROKE CENTER

This year OSF HealthCare Saint Anthony Medical Center further established its commitment to quality and the community we serve. Known as the number one hospital for stroke care in Rockford, OSF Saint Anthony was awarded the designation as a Comprehensive Stroke Center. It is the first and only hospital with this distinction in the Rockford region.



BABY-FRIENDLY DESIGNATION

Baby-Friendly USA recently announced that OSF HealthCare Saint Anthony Medical Center has been designated as a Baby-Friendly birth facility. Baby-Friendly USA, Inc., is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative, a global program sponsored by the World Health Organization and the United Nations Children's Fund, known as UNICEF. The initiative encourages and recognizes hospitals and birthing centers that offer an optimal level of care for breastfeeding mothers and their babies.

Based on UNICEF's Ten Steps to Successful Breastfeeding, this prestigious international award recognizes birth facilities that offer breastfeeding mothers the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies.

"Through hard work and dedication by the OB inpatient and Garret Lane OB/GYN Mission Partners, we have achieved the prestigious designation of being a Baby-Friendly hospital," said Amy Williams, patient care manager in obstetrics and pediatrics. "We look forward to continuing to serve our families with the greatest care and love."

There are more than 20,000 designated Baby-Friendly hospitals and birth centers worldwide. Currently there are 427 active Baby-Friendly hospitals and birth centers in the United States. The "Baby-Friendly" designation is given after a rigorous on-site survey. The award is maintained by continuing to practice the Ten Steps with the use of quality processes.

IMPROVING POST-OP CARDIOVASCULAR CARE ACROSS THE CONTINUUM

Nurses from the cardiac rehabilitation and the post-operative cardiovascular floor led a multidisciplinary team to extend care management education to partnering skilled care facilities in the community who routinely received that patient population after discharge from the hospital. In July 2017, the team visited five skilled care facilities and discussed post-op care management to over 100 staff members. Educational materials and binders included post-op wound care, medication adherence, activity expectations, respiratory needs, sternal wound precautions and general plan of care. This approach contributed to improved communication and partnerships, positive patient outcomes and increased opportunity for engagement of staff to impact patient outcomes.

Congratulations to this team! Brenda Meintz will be presenting this work at the 2018 Magnet Conference.

VASCULAR ACCESS NURSE ROLE AND EXPANSION

Through a nurse-led initiative, the role of a vascular access nurse was developed and implemented at OSF HealthCare Saint Anthony Medical Center. This resulted in more timely and appropriate vascular access for patients, and positively impacted cost savings, length of patient stay and patient satisfaction. Due to this highly specialized nurse role, the midline catheter was introduced, decreasing the use of peripheral intravenous central catheters, lowering the overall cost and risk to patients of a potential infection.





NORTH TOWER MOVE

In April, we moved into the new \$85 million, four-story North Tower at OSF HealthCare Saint Anthony Medical Center. Complete with 78 private rooms, this 144,247 square-foot addition allows OSF Saint Anthony to convert to a private room environment.

The move was an amazing orchestration of talent. More than 50 Mission Partners chipped in to move 62 patients in five hours and 18 minutes. The move was expected to take about eight hours.

In addition to the team that planned for the actual move, interdisciplinary teams were developed to look at the following processes:

- Security and wayfinding
- Clinical workflow
- Non-clinical workflow
- Code Blue/RRT workflow
- Supply chain standardization – spread to North Tower

The marketing teams, which included Mission Partners from multiple departments, included:

- Communications
- Tours
- Events
- Ambiance
- Logistics

CARE PATHWAY FOR CARDIOVASCULAR SURGICAL PATIENTS

A multidisciplinary team, including frontline nurses, initiated a well-defined 'care pathway' for cardiac surgery care, specifically coronary artery bypass graft. The CV Care Pathway includes:

1. Pre-operative interdisciplinary evaluations
2. Heart team review of complex or high-risk patients
3. Patient education
4. Discharge of post-cardiac catheterization patients awaiting surgery
5. Development of an intermediate care unit
6. Automatic and early intensive care unit initiation of consults
7. Cardiac and surgical patient care training course for nurses
8. Optimization of point-of-care glucose monitoring and ventilator support

Since implementation of the care pathway, 'initial ICU hours,' readmissions and post-procedure length of stay have all decreased to below national benchmarks.

- Implications for practice were significant:
- Defined goals of care
- Provided evidence-based plan of care
- Supported nursing autonomy throughout the continuum of care
- Improved communication, collaboration and decision-making
- Demonstrated improvement in cost and quality outcomes

Building these steps in our electronic documentation tool is the next step. Congratulations to this team! Tonya Statum, BSN, will be presenting this work at the 2018 Magnet Conference.



CULTURE OF SAFETY

Continual Commitment to Safety

As a part of our long-standing commitment to safety, OSF HealthCare Saint Anthony Medical Center continuously reviews procedures and develops new initiatives for the protection of our patients and Mission Partners. An organization's culture requires a continued commitment on the part of leadership, management and hospital staff – both clinical and non-clinical. We have maintained our culture of safety by empowering Mission Partners to take action when a situation is identified, allowing open and protected dialogue when discrepancies are reported, and proactively monitoring patient procedures for opportunities to improve.

SMART PROGRAM AND SIMULATION TRAINING

S.M.A.R.T. is the name of the OSF safe patient handling program.

- » Safe Movement
- » Activity
- » Repositioning
- » Transfers

Mission Partners who move patients are provided with education about mobility equipment and how to use it. SMART coaches are also available in each department. Department SMART coaches partner with clinical educators and professional development coordinators to provide hands-on opportunities to review equipment use with Mission Partners. In 2017, the professional development department led an initiative to locate a northern region training center at OSF Saint Anthony not only for the SMART program, but to provide an opportunity to simulate exercises or provide 'just in time' training. The training center has provided a wonderful opportunity for RNs and CNAs to do training exercises together.

The OSF Saint Anthony commitment to the SMART program exemplifies our commitment to both Mission Partner and patient safety. In May-July, 2018, 74 Mission Partners from nuclear medicine, transport, Saint Anthony College of Nursing, and inpatient RNs and CNAs have completed SMART training.

NURSE PEER REVIEW

A confidential process, protected by the Medical Studies Act, provides the opportunity for nurses to review cases of practice issues. Just under 50 cases were screened over the last year. These cases are brought forward through the Nurse Advisory Council. This work informs the need for policy, procedure and practice change.

SAFETY SURVEY RESULTS

Every two years, OSF participates in the AHRQ Safety survey. The recommended response rate for valid survey results is 60 percent. A "significant" change is noted when there is a difference of greater than 5 percent. The response rate for OSF Saint Anthony this year was 66 percent. This is our highest response rate in the past three surveys.

OSF Saint Anthony had significant improvements in results when compared to 2016 and met or outperformed the 2018 benchmark for:

- Overall Perception of Safety
- Frequency of Events Reported
- Supervisor/manager Expectations and Action Promoting Safety
- Feedback and Communication about Error
- Non-punitive Response to Error
- Staffing
- Teamwork Across Hospital Units

Culture of Safety

OSF Saint Anthony also outperformed the 2018 benchmark for:

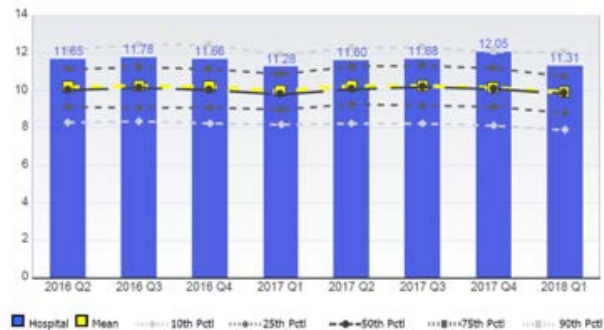
- Hospital Management Support for Patient Safety
- Communication Openness
- Teamwork within Units
- Organizational Continuous Learning

These results are evidence that we have raised the bar to be more focused on safety.

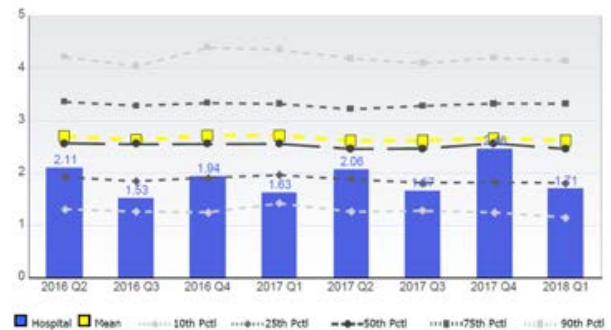
NURSE-SENSITIVE CLINICAL INDICATORS

We outperform expectations when it comes to patient safety and our metrics bear that out. Our statistics are routinely better than the national average. Lower is better in this case.

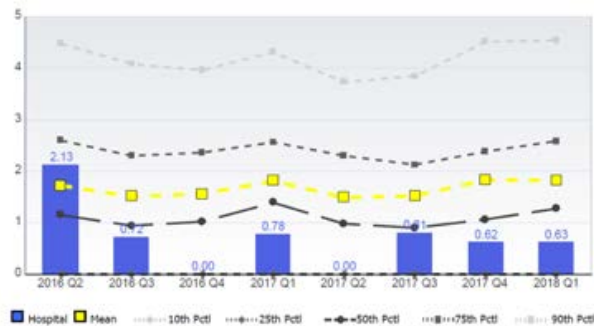
Measure: Total Nursing Hours Per Patient Day



Measure: Total Patient Falls Per 1,000 Patient Days



Measure: Percent of Surveyed Patients with Hospital Acquired Pressure Injuries





NEW KNOWLEDGE, INNOVATION AND IMPROVEMENTS

Furthering the Field of Nursing

As a Magnet organization we have ethical and professional responsibilities to contribute to patient care, the organization and the nursing profession in terms of new knowledge, innovations and improvements. To generate new knowledge, Magnet-recognized organizations like OSF HealthCare Saint Anthony Medical Center conscientiously integrate evidence-based practice and research into clinical and operational processes by educating nurses and enabling them to explore the safest and best practices. We continue to work on transforming how health care is provided and raising the standards of care.

EVIDENCE-BASED PRACTICE

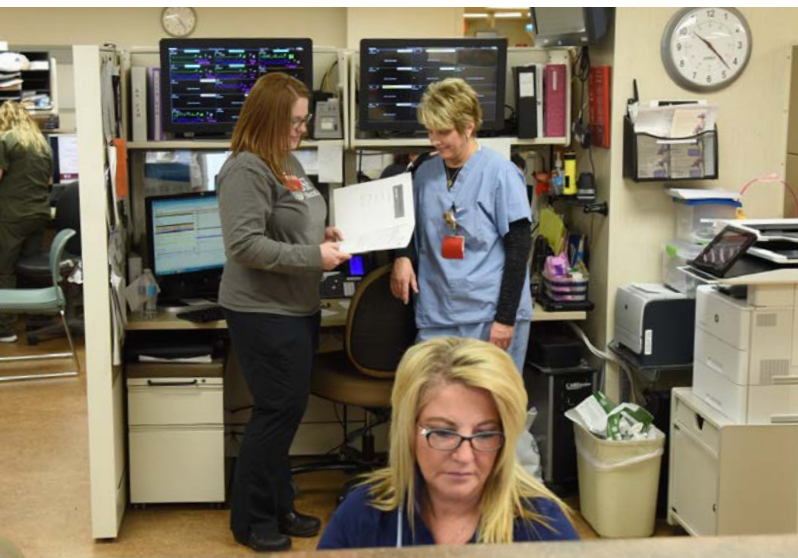
Transitional Care Services

In the fall of 2017, the Transitional Care Service (TCS) was initiated to achieve patient-centered outcomes and reduce 30-day readmissions for heart failure patients. The integration of evidence-based research and guidelines provides value-based care. It also compels health care providers to improve efficiency and use a cohesive approach. The initiative is operated by advance practice nurses and is centered on a team approach that supports the patient through individual interventions. TCS provides continuity of care, early follow-up and familiarity with patients that circumvents gaps in care.

In conjunction with inter-professional work for this patient population, TCS has already shown a significant improvement in optimal medication management. There has been significant improvement in patients discharged on triple therapy. The team is over half way to target for this measure.

Clostridium difficile

Fecal microbiota transplantation for treatment of Clostridium difficile infection, is an innovative approach in gastrointestinal lab services. Clostridium difficile infections are difficult to treat and have varying rates of success with standard medication therapy. They can have a significant impact on the morbidity and mortality of patients, as well as impact the overall cost of health care. In August 2017, OSF Saint Anthony implemented an innovative approach to treat refractory or difficult-to-treat Clostridium difficile-related infections, called fecal microbiota transplantation. Nursing engagement was instrumental for an interdisciplinary team that led to successful treatment of patients, resulting in a cure rate of 80-100 percent.



Enhanced Recovery Program for Gynecological Surgery

As a member of the Mayo Clinic Care Network, OSF Saint Anthony participated in Mayo Clinic's Enhanced Recovery for Gynecologic Surgery collaborative. This led to the development and implementation of an enhanced recovery program (ERP) for elective gynecologic surgery, specifically robotic hysterectomy, aided in the reduction of postsurgical complications and introduced best practice protocols for the entire surgical encounter. The goal of the program is that by 2019, patients not in an enhanced recovery program will be the exception. We hope to reduce the length of stay, increase occurrences of same-day discharge, decrease narcotic use to an oral morphine equivalent of 30 milligrams during a hospital stay, have the patient walking within four hours of discharge from the post anesthesia care unit and discontinue indwelling bladder catheter within six hours. There were 126 cases for fiscal year 2016, which served as our baseline data. As of March 19, 2018, there were 145 cases that had followed the ERP pathway since its introduction on March 31, 2017. The average length of stay for these patients was reduced by 28 hours to 17 hours. Oral morphine equivalents were reduced from 52.85 milligrams to 19 milligrams. Physician, staff and patient satisfaction has improved throughout the implementation and control phases. The voice of the patient continues to take center stage with protocol changes and education.



New Knowledge, Innovation and Improvements

OSF HEALTHCARE SAINT ANTHONY MEDICAL CENTER COLLABORATIVE RESEARCH

Study Title	Primary Investigation
Maternal Intrapartum fluids and changes in newborn weight.	Stupek, C., Eymann, S., Frichtl, M., Bonner, E. (2017, January)
Telemedicine program for chronic wound management study.	Okoriti, F., McGrath, C., Villiers, B., Nika, V. (2017, January)
Emergency services in rural and frontier United States a search for best practice.	Plasky, J., Lizer, S., Bonner, E. (2017, March)
The effects of music therapy on pain and anxiety in oncology patients who are undergoing treatment.	Boyd, J., Kruse, G., Carlson, J., Lizer, S. (2017, March)
A nurse-driven approach to reduce catheter associated urinary tract infection in a step-down intensive care unit.	Klosinski, A. (2017, March)
2017 NDNQI RN Survey with Job Satisfaction.	Anderson, C., Lizer, S. (2017, April)
Pre-operative diagnosis of depression: does it indicate lower pain tolerance post-operatively with total knee arthroplasty patients.	Espy, K., Johnson, S., Gessner, K. (2017, April)
Outpatient treatment for PTSD in emergency responders and emergency nurses.	Shewalter, A., McGrath, C., Homer, D. (2017, May)
Post-partum diagnosis and management: a survey of advanced practice providers.	Normoyle, M., Wagner, P. (2017, September)
Does intrapartum intravenous fluids influence newborn weight changes?	Stupek, C., Bonner, E. (2017, September)
Examining faculty barriers with simulation and successful student learning.	Althoff, A., Jaekel, K., (2017, November)
Understanding variation in falls: a pilot study of fall risk and prevention instruments.	Zielinski, J., Standfield, S. (2017, December)





Enhanced Shared Leadership Model





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