



OSF Home Care Services

Nursing Annual Report 2024

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OSF HOME CARE DAISY AND SUNFLOWER AWARD WINNERS FY24



Masheda Henry, RN
Peoria Home Health
DAISY Winner – October 2023



Tammi Brown, CNA
Hospice Home
Sunflower Winner – November 2023



Christina Church, Aide
Rockford Hospice
Sunflower Winner – November 2023



Tricia Kessel, RN
Ottawa Home Health
DAISY Winner – December 2023



Chris Gordon, Pharmacist
Home Infusion Pharmacy
Sunflower Winner – January 2024



Diane Bushman, RN
Urbana Hospice
DAISY Winner – February 2024



Anna Schmitt, RN
Peoria Hospice
DAISY Winner – April 2024



Rita Manning, Coordinator Pastoral Care
and Bereavement Urbana Hospice
Sunflower Winner – May 2024



Cyndy Starkey, RN
Eastern Hospice
DAISY Winner – June 2024



Liz Johnson, LPN
Eastern Home Health
DAISY Winner – August 2024



Angela Blase, CNA
Peoria Hospice
Sunflower Winner – September 2024

ENHANCING RECOGNITION: EXPANDING AND ELEVATING THE DAISY AND SUNFLOWER AWARDS PROGRAM

As our OSF Home Care agencies expanded with the addition of new territories, we recognized the need to enhance the DAISY and Sunflower awards program. In FY23, awards were presented quarterly, totaling eight. However, in FY24, we made a significant leap by transitioning to an alternating monthly system in alignment with the OSF Medical Group, boosting the total to 13 awards – one month for the DAISY award and the next for the Sunflower award.

In addition to increasing the frequency of the awards, we expanded the visibility of our winners in FY24 by introducing multiple new recognition platforms. Winners are now highlighted in screensavers, AHCPC portal banners, broader social media outreach, monthly noon calls, physician meetings and the Grateful Patient portal. Looking ahead to FY25, we're excited to launch a new weekly newsletter to further amplify the reach and recognition. Furthermore, we improved the selection process by adding rotating representatives from the Nursing and Rehab Practice Councils to the voting committee, ensuring more frontline involvement in award decisions.

We also revamped our award ceremony process for greater consistency and impact. This included a standardized script and formal presentations to OSF Home Care leadership, ensuring that every award recipient, regardless of their location, would have a uniform and meaningful experience.

Finally, we are thrilled to announce the introduction of the first-ever OSF Home Care DAISY team award in FY25, marking another exciting milestone in our commitment to recognizing outstanding care.

STRENGTHENING PROFESSIONAL GOVERNANCE AND NURSE ENGAGEMENT

Professional Governance within OSF Home Care empowers our frontline nurses to address clinical challenges and exercise professional autonomy. Monthly meetings focus on improving the work environment for nurses, encouraging them to find their voice and integrating shared leadership principles while aligning with the Mission, Vision and Values of OSF.

In FY24, our councils continued to evolve into meaningful platforms for nursing voices. Based on feedback, we split the OSF Home Care council into two separate councils – Home Health Nursing Practice Council and Hospice Nursing Practice Council – due to the distinct differences between the two areas.

This change allowed for more focused efforts and greater impact. We challenged nurses to champion the career ladder, and their dedication led to increased participation. Councils established goals aligned with the clinical excellence plan, asserting themselves as agents of change.

Engagement was a key focus, addressing past challenges in participation and leadership. We were pleased to see increased involvement, with council chairs expressing a strong sense of value and purpose in being the voice of the frontline and driving meaningful changes.

To further engagement, we implemented “take-away slides,” ensuring that each regional council received consistent information. These slides included key details for each member to share during local huddles, highlighting important updates, frontline feedback and an opportunity for dedicated time with our CNO to bring forward questions and foster bi-directional communication.

Looking ahead to FY25, we anticipate continued progress as our councils advance their work and elevate nurse engagement and leadership.

ASCENDING TO NEW HEIGHTS: CAREER LADDER ACHIEVEMENTS

Congratulations to our 2024 Nurse Career Ladder Recipients at OSF Home Care! This year, we recognized seven submissions from OSF Home Care.

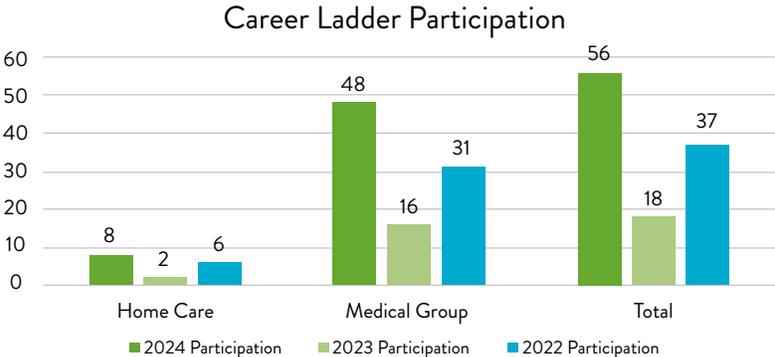
The purpose of this recognition is to honor and reward the contributions and expertise of our

clinical nurses who lead by example and promote clinical excellence in frontline nursing practice.

We extend our heartfelt congratulations to the individuals listed below for their outstanding achievements!

CLINICAL NURSE 2

MISSION PARTNER NAME	DEPARTMENT
Baiz, Yvette	HH Ottawa
Herzog, Jerri	HH Ottawa
Ommen, Regina C.	HH Peoria
Potts, Charles	HO Bloomington
Stuber, Nicole	HH Bloomington
Thomas, Katelyn	HH Ottawa
Wilson, Amanda	HH Galesburg
Woods, Erin	HH Galesburg



I AM AN OSF NURSE SYMPOSIUM



This year, 17 OSF Home Care nurses had the opportunity to attend the symposium. Thanks to the efforts of our practice councils in promoting the nomination process, we received a record 20 nominations – an all-time high for us.

The councils also played a key role in vetting these nominations and selecting the ones to advance to the Ministry level. Additionally, each council submitted a Legacy Award nomination, and we were proud to see our first-ever OSF Home Care Legacy nominee, Yvette Baiz, awarded \$2,500 for a charity she passionately supports.



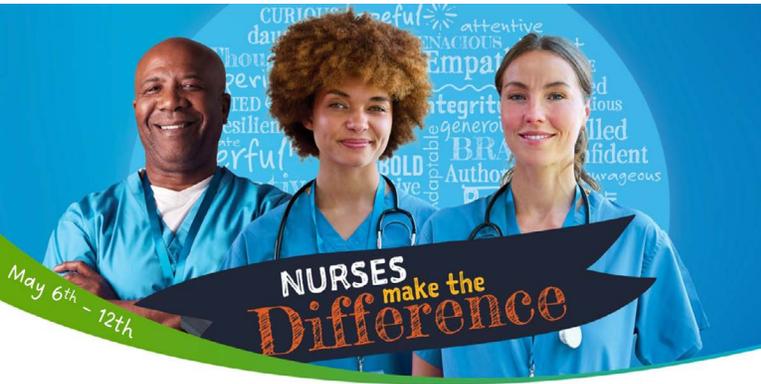
*Exemplary Professional Practice Winner
Lenna Loan Rios, Peoria Home Health*



*Nurse Legacy Award
Yvette Baiz, Ottawa Home Health*

NURSES WEEK

(MAY 6 – 12, 2024)



Our celebration focused on empowering our nurses through appreciation from our CNO, gratitude and praise for fellow nurses, professional development, well-being and the DAISY spotlight. This included daily emails from our empowerment team featuring encouragement, challenges, highlights, informative tidbits and dress-up days.

Let's Celebrate Nursing Excellence



VIRTUAL TWIN DAY!



NATIONAL HOME CARE AND HOSPICE MONTH



In November, OSF Home Care Mission Partners from across the Ministry enjoyed a month filled with fun-themed weeks, including sports week, twin week, crazy sock week and company pride week. Although National Home Care and Hospice Month has been celebrated in past years, this year featured a new organizational approach. Our Mission Partners relished the exciting prizes, celebrations and ever-popular dress-up days. We anticipate this month will continue to be a favorite among our Mission Partners in the years to come.





**Lesley Hoffmeyer,
Tara Druding, &
Kim Deiter**
Escanaba
Home Care



RECOGNIZED CERTIFIED NURSES

AMERICAN NURSES CREDENTIALING CENTER



NAME	LOCATION	DEPARTMENT
Guither, Sheila M.	OSF HealthCare Ministry Headquarters	Clinical Practice
Hightower, Suzanne N.	OSF Home Care, Peoria	Clinical Practice
Matthews, April J.	OSF Home Care, Peoria	HH Float
Murphy, Carrie J.	OSF Home Care, Bloomington	HH Admin - Bloomington
Powers, Bree D.	OSF Home Care, Bloomington	HH Admin - Bloomington
Tomlinson, Bridget L.	OSF Home Care, Peoria	HH Admin - Peoria
West, Karen L.	OSF Home Care, Urbana	Hospice-Admin - Urbana

ADVANCED CARE PLANNING (ACP) AWARDS



Our ACP quarterly awards continue to be a success, recognizing clinicians who complete the highest number of ACPs each quarter. Winners receive the “traveling trophy,” a signed certificate and a gift card. Here are the OSF Home Care winners for FY24:

- Q1: Katy Carpenter, MSW
- Q2: Katy Carpenter, MSW
- Q3: Katy Carpenter, MSW
- Q4: Averi Hansen, MSW

WELL-BEING

In FY24, OSF Home Care, in collaboration with the Ministry, continued its strong focus on the safety and well-being of all our Mission Partners. We provided a range of tools and resources to support our nurses and other Mission Partners. Key highlights included:

- Workplace Violence (WPV) training for all OSF Home Care staff, with targeted sessions based on patient interactions
- Sophie Bowerman – discharge optimization for postpartum patients
- Animal safety protocols for home visits
- Comprehensive processes and procedures for managing bed bug infestations
- Ice cleats were provided to all OSF Home Care field clinicians to reduce the risk of falls during the winter months
- Western OSF Home Health’s leadership created gift bags that included an inspirational notebook, an ink pen and treats. Each Mission Partner was given a bag to celebrate the team’s month of September, reaching 100% in their Patient Experience score!



Eastern OSF Home Health hosted an Olympics-themed celebration and a football league competition last summer and fall/winter to promote team bonding.



These initiatives are part of our ongoing commitment to creating a safe and supportive environment for all Mission Partners.

ADDITIONAL ACHIEVEMENTS AND COMMUNITY WORK

OSF HealthCare Little Company of Mary Medical Center Hospice ranked in the top 5% for patient satisfaction in 2023, while OSF Home Health at OSF HealthCare Saint Anthony's Health Center and OSF Bay de Noc Hospice in Escanaba were recognized as "Superior Performers" by Strategic Healthcare Programs (SHP), placing in the top 20%.

OSF Home Health and Hospice nurses from multiple regions facilitated a booth at the OSF Primary Care Symposium on February 24, 2024, at the Jump Trading Simulation & Education Center. They expertly shared information on OSF Home Care services, regulations for acceptance to OSF Home Health and Hospice, and referral processes. Their efforts helped minimize care gaps and ensure seamless transitions across the care continuum, while effectively representing OSF HealthCare.



Escanaba family shares the importance and impact of hospice care

November is Hospice Awareness Month and an opportunity to share the importance and impact of hospice and its impact. Choosing hospice care does not mean one is "giving up" on life, rather that they are choosing to invest their energy in living. The treatment goal of hospice is symptom management, comfort care and pain control. Families turn to OSF Hospice for compassionate care of their loved one. Many of these families, and even hospice patients, have shared what it means to have OSF Hospice by their side, here is one of those stories.



The LaFave family

ESCANABA — When Tom LaFave was diagnosed with nasopharyngeal cancer in 2015, the Escanaba resident didn't let the dire news get him down.

"He was very positive the whole time," says his wife, JoEllen. "The diagnosis was a shock, and we knew it was serious, but Tom's mindset was 'we just have to do what we have to do to fight this.' That was his motto in life."

Tom and JoEllen were high school sweethearts who married and raised four children. Following high school, Tom enlisted in the United States Marine Corps and served until his honorable discharge in 1967. During his time in the service, Tom was promoted to sergeant and earned numerous medals for his service.

but Tom did need help when it came to treating his cancer. Nasopharyngeal cancer is a rare type of cancer that affects the part of the throat connecting the back of the nose to the back of the mouth (the pharynx). Tom never suspected cancer. "His nose was running, and he would have sore throats," said JoEllen. "We thought maybe it was allergies or a sinus infection."

Tom underwent chemo and radiation and eventually his cancer stabilized. Despite the effects of cancer, he was able to winter in Arizona and travel to Washington, D.C., on an Honor Flight, a program for veterans who are invited to tour memorials in the nation's capital to thank them for their service. "He was in a wheelchair, but he enjoyed his trip immensely," says JoEllen.

Unfortunately, the cancer returned in 2019, and Tom resumed his treatments, including Keytruda immunotherapy. For more than two years, Tom continued his treatment plan until "it wasn't working anymore," says JoEllen. Tom's last treatment was in September 2021.

OSF HOSPICE page 8A

OSF Hospice in Escanaba was recognized when an Escanaba family's story was featured in The Daily Press.

OSF Home Care in Peoria has participated in the Santa Claus Parade for 14 years, enjoying the opportunity to connect with the community and kick off the holiday season. We have float riders and walkers handing out candy, with the OSF Home Medical Equipment van pulling our float each year. Next year, we hope to have more vans and volunteers to pull additional floats, expanding our presence along the parade route.



CLICK THESE LINKS TO VIEW MORE PICTURES AND VIDEOS OF THE GREAT ACHIEVEMENTS WE MADE IN FY24

[I am an OSF Nurse Symposium](#)

[Nurses Week: May 6 – 12](#)

[Eastern Home Health Olympics](#)

[National Healthcare Decisions Day & ACP Interview with Sarah Overton, CNO](#)

[Bells ring in Escanaba to honor hospice patients, their caregivers](#)



2024 CAREER LADDER RECOGNITIONS

FIRST AID VOLUNTEER IN LOCAL COMMUNITY



Nicole Stuber volunteered as the emergency medical provider for the Central Illinois Excel and Beyond competition in 2023. The competition was held at Grossinger Arena on May 20 and 21. Nicole was rinkside for assessment and basic first aid.

U.S. figure skating requires each local organizing committee to provide emergency medical providers for any national Excel Series competition, and Nicole volunteered for the entire 2023 competition. We greatly appreciated her willingness to volunteer and provide medical care.



Nicole Stuber, RN, BSN
OSF Home Care, Eastern
Clinical Nurse II



ADVOCATE FOR COMMUNITY HEALTH PROMOTION

Yvette Baiz is an advocate for the Starved Rock Country Community Foundation and the Women Inspired Network, providing grant funds to many local organizations through her involvement in this community foundation.



Yvette Baiz, RN, BSN
OSF Home Health, Ottawa
Clinical Nurse II



- Charles Potts, RN, BSN
- OSF Eastern Region Hospice
- Tuesday, June 18, 2024

PEDIATRIC HOSPICE CARE: EXPANDING THE DEFINITION OF SAVING PATIENTS AND FAMILIES



Charles Potts, RN, BSN
OSF Hospice, Eastern Region
Clinical Nurse II

Charles Potts is an innovator and subject matter expert in the development of pediatric death and dying education content, along with the clinical education team. Clinical Consortium presenter in June 2024.

NURSE PROFESSIONAL DEVELOPMENT

MINISTRYWIDE DEU INSTRUCTOR EDUCATION INITIATED IN 2024

The CNOs have approved a Ministrywide dedicated education unit instructor (DEU) education course, now available for Mission Partners to self-enroll in the OSF Corporate University.

This course is interactive and contains information that DEU instructors will find helpful to facilitate adult learning and communication in their DEU students.

By providing an asynchronous course, we have condensed and updated common information exchanged, as well as minimized the amount of time Mission Partners are away from clinical workflows to attend the Clinical Teaching Workshops.

Our academic partners are still conducting Clinical Teaching Workshops; however, the information is condensed and related to the specific semester's course content.

Full preparation of DEU instructors includes completion of Preceptor 1 & 2, the DEU Instructor course in OSF Corporate University and attendance at Clinical Teaching Workshops related to each semester.

Approved for 1.5 CEs, this course replaces the previous DEU course specific to OSF Medical Group and OSF Home Care. If you have previously completed a DEUi course in OSF Corporate University, you do not need to take this course, although you are not prohibited.

OSF HealthCare is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

We will be placing 25 DEU students throughout OSF Home Care Services.

HOME CARE DEU TESTIMONIALS

[View testimonial videos.](#)

OSF HEALTHCARE
TRANSITION TO AMBULATORY/POST-ACUTE PRACTICE PROGRAM
Serving with the greatest care and love

COMMENTS FROM AMBULATORY PRACTICE PROGRAM PARTICIPANTS:

- THE WELLNESS SPEAKERS SHOWED EMPATHY FOR THE STRESS WE ENDURE ON A DAILY BASIS, AS WELL AS GAVE US TOOLS ON HOW TO OVERCOME THOSE SITUATIONS.
- THANK YOU TO ALL THE MISSION PARTNERS THAT HELPED MAKE THIS A FUN, POSITIVE, EXPERIENCE.
- THIS IS A WONDERFUL OPPORTUNITY AND VERY INFORMATIVE!
- GREAT DAY! GREAT INFO! REMINDER HOW BLESSED WE ARE TO BE WITH OSF.

6 month Learning Program – Earn up to 20 contact hours

Online (3 sessions) – Self-directed learning with guided discussions and due dates.
Webinar – Call in to hear discussion from guest speakers.
In-seat (2 sessions) – Each session is 4.5 hours in length. In-seat sessions provide the opportunity to network and participate in group activities.
Walk in My Shoes observation experience (WIMS). Spend 4 hours with a Mission Partner in Medical Group or Home Care; appreciate what others do, where they do it, and develop relationships. By appreciating each other, we work to be 'One OSF' and create a more positive environment.

TO VIEW TESTIMONIALS FROM PREVIOUS PARTICIPANTS AND A MESSAGE, KINDLY SCAN THE QR CODE.

QUESTIONS?
 CEPD@OSFHEALTHCARE.ORG



TRANSITION TO AMBULATORY/ POST-ACUTE PRACTICE PROGRAM (TAPP)

OSF Home Care | RN | 1

2024 OSF CORPORATE UNIVERSITY EDUCATION COMPLETED

- OSF Home Care Completed:
- 66,624 Learning Objects
 - 22,150 hours of learning

2024 CLINICAL CONSORTIUM ATTENDANCE AND CONTINUING EDUCATION (CE) HOURS AWARDED

Attendance has significantly increased in FY24.
 Attendance increase = 96%, CEs awarded increase = 3%

FY24 attendance was 1,697, with CEs awarded 656
 (FY23 attendance was 867, with CEs awarded 635)



OSF Home Care Services
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osfhealthcare.org