

# HIGHLIGHTS

## OSF HEALTHCARE FOUNDATION

Providing care at the end of life in a calming and supportive setting is the vision for the OSF Richard L. Owens Hospice Home, now under construction on Route 91 in northern Peoria. The OSF HealthCare Foundation has been working to provide the financial support necessary for this facility and has now secured nearly \$7 million of the \$10 million needed to bring this vision to reality.

Ground breaking was held in September with an expected opening in spring of 2013. The facility will have 16 private rooms. An estimated 1,200 patients and their families will be served each year by this hospice home.

*The OSF HealthCare Foundation has secured gifts or assisted in obtaining funds for a variety of projects, including:*

*More than \$2.5 million for the Birthing Center at OSF St. Joseph Medical Center in Bloomington.*

*\$2.5 million from the Community Health Foundation of Henderson and Warren Counties for the OSF Holy Family Clinics in Monmouth.*

*Employee gifts for wind and weather protection for patients and visitors at OSF Saint James – John W. Albrecht Medical Center in Pontiac.*

*Employee gifts at OSF St. Francis Hospital in Escanaba for a Serenity Garden.*

## OSF SAINT FRANCIS, INC.

Connecting with patients and family members has many facets, including the offering of appropriate health and wellness products. Seeking to enhance those connections, OSF HealthCare Retail Services, a division of OSF Saint Francis, Inc., opened four distinctive retail outlets within OSF facilities in 2011. Those locations include:

- OSF Specialty Clinic at Guilford Square in Rockford;
- OSF Center for Health Rock Cut in Rockford;
- RiverPlex in Peoria; and
- OSF Saint Francis Center for Health in Peoria.

Each location has a unique and tailored mix of products and services that help connect the primary function of that facility with those they serve.

Existing shops at OSF Saint Anthony Medical Center in Rockford and OSF Saint Francis Medical Center and Children's Hospital of Illinois in Peoria are being enhanced through customized product offerings and store operations.

## OSF SAINT FRANCIS MEDICAL CENTER

Connecting with patients and families was a focus in 2011. Patient Care Representatives from the Patient Relations Department now routinely round on patients, with their findings shared with nursing care managers and others. For adults who have been discharged, a Patient and Family Advisory Board was established to gain further insight into how to better serve those who come to us. Both efforts are strengthening the ties between our caregivers and those we are called upon to serve.

*The OSF Saint Francis Heart Hospital had the fastest heart attack treatment time in central Illinois in 2011: 53 minutes from "door to treatment."*

*Comprehensive Lung Cancer Clinic opened, a collaboration between OSF Saint Francis and five physician practices.*

*Ground breaking held on the \$50 million Jump Trading Simulation and Education Center, a partnership with the University of Illinois College of Medicine at Peoria. The center will truly transform education for medical professionals.*

*The OSF Saint Francis Emergency Department was in the top 10 percent for patient satisfaction based on national Press Ganey data.*

*A pharmacy residency program was established, demonstrating OSF Saint Francis' status as a major academic medical center with a commitment to addressing the training and recruitment of health care professionals.*

## OSF MEDICAL GROUP

Collaboration across a wide geographic area among primary care physicians, specialists and advanced care practitioners poses a unique challenge. Within OSF HealthCare, this was initially addressed in 2010 by the formation of the OSF Multi-Specialty Group.

In 2011, the next step was taken as a governing council was formed with 19 members who are physicians and system and service line representatives. From this, key strategies will be developed for a team-based care model that will enhance the already high level of care offered within OSF HealthCare.

*The OSF Medical Group Daytime Call Center was established, connecting patients to OSF staff members who can address questions and concerns.*

*OSF Medical Group opened three walk-in clinics at Walmarts in Peoria and Rockford.*

*Affiliated with Joslin Diabetes Centers, a leader in services and education for patients, family members and physicians. This affiliation led to new sites opening in Bloomington, Galesburg and Pontiac. OSF HealthCare is the only Joslin affiliate in Illinois.*

## OSF HOLY FAMILY MEDICAL CENTER

The Clinic Expansion Project kicked off in 2011. Using the vacated long-term care unit, the new space will nearly double the size of the current clinic to 15,000 square feet and allow services to expand to meet the growing needs of our community.

*Successfully recruited new physicians and providers.*

*Developed a regional structure with OSF St. Mary Medical Center that will involve shared and joint services, adding efficiency while controlling costs.*

*Began accepting referrals for Resource Link, a child and adolescent mental health service. The Resource Link Program provides physician training, psychiatric consultations and case coordination.*

## OSF ST. MARY MEDICAL CENTER

The acquisition of the Galesburg Clinic by OSF HealthCare has allowed a long-standing connection between the clinic and OSF St. Mary Medical Center to grow even stronger. The clinic is located on the OSF St. Mary campus. The new partnership permits better coordination of care, improved sharing of information and streamlined services.

*Successfully recruited physicians in obstetrics/gynecology and surgery.*

*Regional structure with OSF Holy Family in Monmouth developed in which many key positions are shared, thus providing more efficient and cost-effective delivery of services.*

*Receipt of three grants permitting the implementation of the Resource Link Program, a referral service for child and adolescent mental health. In addition to physician training, psychiatric consultation and case coordination, the program monitors prevalence of youth mental illness in the area. An average of 17 patient referrals per month were recorded following implementation.*

## OSF SAINT ANTHONY MEDICAL CENTER

OSF Saint Anthony provided the leadership for the implementation of therapeutic hypothermia protocols for pre-hospital agencies. Working with the Illinois Department of Public Health, the City of Rockford Fire Department and dozens of local and regional fire departments demonstrated strong connections between and among providers and patients. The new protocols are aimed at improving the neurological outcomes of patients who have been successfully resuscitated following cardiac arrest.

*Introduced the OSF Lifeline Critical Care Transport Team which provides care for patients being transported by ambulance or helicopter, connecting smaller hospitals with those in Rockford, Chicago or Madison, Wisconsin.*

*OSF Saint Anthony joined the Illinois Gift of Hope organ and tissue donor network after application approval by the U.S. Department of Health and Human Services.*

*OSF Saint Anthony awarded the Parks Pinnacle Award for commitment to the community and for working with and supporting programs and services of organizations such as the American Cancer Society, the American Heart Association, the Alzheimer's Association, Special Olympics and The Salvation Army.*

*Awards and Honors:*

*Breast Imaging Center designated a Center of Excellence by American College of Radiology.*

*The OSF Saint Anthony Cardiac Rehabilitation and Pulmonary Rehabilitation programs awarded certification by the American Association of Cardiovascular and Pulmonary Rehabilitation.*

*Patient Logistics added to Nursing Services in 2011, ensuring faster patient admissions with new bed-tracking system, facilitating patient placement based on clinical decisions and diagnosis.*

## OSF ST. FRANCIS HOSPITAL & MEDICAL GROUP, ESCANABA

Strong connections with the community by OSF St. Francis Hospital & Medical Group are illustrated by two initiatives begun in 2011:

Restricting elective cesarean sections and inductions for expectant mothers who are at least 39 weeks into their pregnancy gives unborn babies more time for late-term development with after-birth complications lessened. The OSF St. Francis Women's Center in Escanaba has been engaged in a significant effort to educate patients and the community on the health benefits of a full-term pregnancy.

Thanks to a grant from the United Dairy Council of Michigan, OSF St. Francis is helping implement Fuel Up To Play 60 in area schools. While student-led, teachers and parents will also be involved with this effort to improve the health of our children by encouraging better food selection and greater physical activity.

*These life-saving technologies were purchased by OSF Women in Philanthropy:*

*Fluid warmer and rapid infusion system for Emergency Department. Designed for trauma patients coming in with rapid and significant blood loss.*

*Fetal monitoring system that allows a physician to monitor expectant mothers and their unborn babies from the physician's home via a secure network. The physician can see real-time data and make medical decisions during middle-of-the-night emergencies.*

*Installation of an MRI with improved image quality that is more patient-friendly with a wider opening, less noise and shorter scan times.*

## OSF ST. JOSEPH MEDICAL CENTER

OSF St. Joseph opened its new Birthing Center in August. Introducing a new delivery of care model, the Birthing Center has 12 labor/delivery/recovery/postpartum (LDRP) rooms, a 15-bed nursery area and increased space for patient-related equipment. The new delivery model is designed for mother-baby care, with the same nurse caring for both mother and child, creating an educational environment for new families. In the past, mothers gave birth in one room, then were transferred to a postpartum room. Now, families are able to stay in one spacious room for the entire birthing experience.

*OSF Weight Management Center opened in January. It combines medical, surgical, behavioral and lifestyle modifications for weight loss. The center has a multi-disciplinary team of physicians, registered dietitians, fitness specialists and support staff who provide education and emotional support within an individualized program.*

*Since February, stereotactic breast biopsies — a safe, fast and precise way to test breast samples without surgery — has been offered by OSF St. Joseph. This less invasive procedure reduces stress for the patient with minimal risk of complications. An added advantage is that stereotactic biopsies can evaluate tiny masses not necessarily visible by ultrasound.*

*OSF St. Joseph received the HealthGrades Outstanding Patient Experience Award™ for the second consecutive year. HealthGrades surveyed 3,797 U.S. hospitals and placed OSF St. Joseph in the top 10 percent in patient satisfaction.*

*The OSF St. Joseph Medical Center Foundation has raised 75 percent of its \$3.5 million goal to fund the new Birthing Center with the Delivering Joy Community Campaign. This included 100 percent support from the OSF family, including the medical center's management and staff, Community Board members and the Foundation Council.*

## OSF NEUROSCIENCE SERVICE LINE/ILLINOIS NEUROLOGICAL INSTITUTE

The Illinois Neurological Institute (INI) introduced a 48-hour callback plan for each discharged neurological patient, thus maintaining the strong connection that began in the hospital setting. The calls are placed by advanced practice nurses to ensure patients are following discharge instructions and to address any questions or concerns the patient or family member may have.

*The INI Epilepsy Center designated a Level 4 center by the National Association of Epilepsy Centers. This is the highest level a center can attain. It is staffed by two adult and two pediatric epileptologists and an adult and pediatric epilepsy surgeon.*

*The INI Movement Disorder Center added Dr. Dyveke Benoit from Stanford's Movement Disorder Center. She joins Dr. Patrick Tracy who does deep brain stimulation. They have added a multi-disciplinary spasticity center within the INI.*

*An 18-bed Neuro Intermediate Care Unit established at OSF Saint Francis Medical Center. This combines with the 18-bed critical care unit to form one of the largest such units in the Midwest.*

*Management of brain tumors in the INI Brain Tumor Center now includes removal of tumors using awake craniotomy techniques. Development of an intraoperative MRI neurosurgery suite this year will allow improved resection capacity.*

## SAINT ANTHONY COLLEGE OF NURSING

A Family Nurse Practitioner (FNP) specialty has been added to the Saint Anthony College of Nursing MSN program. Five new doctorally and/or FNP-prepared faculty have been recruited to teach in the classroom, support research, mentor in the clinical setting and, with assistance from the OSF Medical Group, put into operation a faculty practice model.

*Approval granted by the Illinois Board of Higher Education and Higher Learning Commission for Saint Anthony College of Nursing to establish a regional site for RN-to-BSN education in Stephenson County.*

*After four years of preparation, College of Nursing granted chapter status by the nursing honor society of Sigma Tau International.*

*Twelve current RNs completed the College of Nursing's Parish Nurse program with service to be provided to churches in northern Illinois and southern Wisconsin.*

*Acquired patient simulators, one a mother (Noelle) and one a baby (Hal), to be used by students in collaboration with other OSF care providers.*

## OSF CARDIOVASCULAR SERVICE LINE

The OSF Cardiovascular Service Line has been working to improve the "time to treatment" for acute heart attack patients. To further reduce this critical time frame, OSF HealthCare donated funds to seven non-OSF regional hospitals and 42 emergency medical services (EMS) agencies for the purchase of pre-hospital electrocardiogram (ECG) equipment and software. This technology allows for the faster diagnosis of patients having a heart attack and the transfer of the patient to the most appropriate hospital for treatment.

The technology permits an ECG to be sent from the "field" (wherever the patient is located) via cell phone to the hospital or to a physician's hand-held device. OSF data shows that the time to treatment is reduced by approximately 20 minutes if the patient has the ECG results transmitted to the hospital before the patient arrives.

Currently, at OSF hospitals in Rockford, Peoria and Bloomington, more than 95 percent of patients receive heart attack treatment within the national target of 90 minutes. In addition, the current median time to treatment for these facilities is 61 minutes, which is significantly lower than the national target of 90 minutes.

The time to treatment for heart attack patients and the overall percentage of patients who receive needed treatment, when compared to national guidelines, continues to improve, thanks to an ongoing, coordinated team effort among OSF hospitals, regional hospitals and EMS providers.

*Initiated standardization of heart surgery patient care protocols and processes at OSF Saint Anthony, OSF Saint Francis and OSF St. Joseph medical centers.*

*Developed the Adult Congenital Heart Program in conjunction with the Pediatric Congenital Heart Center at Children's Hospital of Illinois at Peoria.*

*Expanded the number of regional vascular clinics across central Illinois to five.*

*Began offering the atrial fibrillation ablation procedure at OSF Saint Francis in Peoria. Atrial fibrillation is a heart rhythm problem that causes irregular heart racing. The ablation procedure involves removing the abnormal electrical pathways that cause the irregularity through non-surgical techniques.*